

WELCOME TO THE BIG TOP



The Illinois Association of Housing Authorities Presents the

2018 Maintenance and Management Clinic

April 11 – 13, 2018 | Decatur Conference Center and Hotel | Decatur, IL

Coming to Decatur, Illinois! THE GREATEST SHOW IN EARTH! Welcome... to the BIG TOP! Come one, come all, to a Circus extravaganza that you will surely not want to miss! There will be something for everyone! World class training! Food! Training! Magic! Clowns! Games! Prizes! Three days filled with networking, learning, and IAHA fun! Continue on through the brochure to read all about the offerings at this year's Clinic – IAHA at the CIRCUS! If you have further questions about classes, please contact Derek Antoine at dantoine@knoxhousing.org.

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

Executive Director Track

Executive Director Roundtable

Wednesday 04/11/2018 9:00 – 12:00
Moderator TBD

Join your colleagues from around the state to discuss hot topics, current issues, and anything else pertinent to your day-to-day operations! Come prepared to share your successes and challenges with counterparts from other agencies, as this is a great opportunity to network and learn! Facilitated and kept on track by your peers, this session will provide valuable experience and insight from *and* for both the experienced EDs as well as the new ones! If you have agenda items you would like to see discussed, please email dantoine@knoxhousing.org!

Ask an Attorney

Wednesday 04/11/2018 1:30 – 4:30
Eric Hanson – Mahoney, Silverman, & Cross, LLC

Eric is a partner at the law firm of Mahoney, Silverman & Cross, LLC in Joliet, Illinois. His practice areas include government and municipal law, land use and development, and corporate law. In the course of his government and municipal work, Eric has also developed a specific practice in the area of affordable housing. He represents numerous public housing authorities throughout the State of Illinois and is a frequent presenter at affordable housing conferences and workshops, including IAHA (Illinois Association of Housing Authorities) and Illinois-NAHRO.

The session will provide attendees with an interactive discussion of PHA legal issues – focusing on attendees' specific questions, as well as common mistakes and errors made by PHAs. The session will cover a wide variety of issues (catered to the attendees' requests) which may include: not-for-profit entities, the upcoming PHA smoking ban, RAD opportunities, FOIA, Open Meetings Act, Board governance, evictions, the Illinois Housing Authorities Act, grievance hearings, OIG issues, and a "painless" overview of low-income housing tax credits (LIHTC) that beginners can understand - guaranteed! Questions are welcome in advance of the session. Please email them to Eric Hanson at ehanson@msclawfirm.com.

Employment Law – Best Practices and New Developments

Thursday 04/12/2018 9:00 – 12:00

Marji Swanson - Mahoney, Silverman, & Cross, LLC

Marji is a partner at the law firm of Mahoney, Silverman & Cross, LLC in Joliet, Illinois. Her practice areas include government and municipal law, and labor and employment law. Her labor and employment experience includes collective bargaining, grievance and interest arbitrations, employee discrimination claims, civil rights matters, implementation of personnel policies and mitigating risk in employment decisions. She also routinely assists clients in disciplinary actions and internal investigations, reductions in force, and compliance with state and federal employment laws. Marji regularly presents training seminars for clients regarding union issues, management training, human resources best practices, and other areas designed to mitigate risk.

The session will provide attendees with an interactive discussion of PHA employment law issues. The session will cover a wide variety of issues which will include:

- Overview of Illinois employment laws
- Managing the Problem Employee
- Discipline and performance
- Investigations and Sexual Harassment

Top 10 Audit Findings, and How to Avoid Them

Friday 04/13/2018 9:00 – 12:00

Trainer TBD

This informative program will help agencies understand the issues commonly found during the annual agency audits, and how to put internal operations and controls in place to avoid them.

PHA Operations Track

Acing Your Assessments: SEMAP Success

Wednesday 04/11/2018 9:00 – 4:30

Jeremy Spence – The Nelrod Company

Learn what documentation HUD and Auditors want to see. HUD is performing more onsite and remote SEMAP reviews. During these reviews, many Agencies receive lower SEMAP scores because they lack proper documentation. This course will discuss necessary procedures and forms that will assist your Agency with documentation for SEMAP certifications. Staff new to the Housing Choice Voucher Program will learn SEMAP basics and the importance of a high score. Experienced staff will learn the latest clarifications and tips to improve scoring documentation. Attendees will gain insight into what HUD and auditors are looking for during SEMAP Assessments. Topics include:

- Explanation of Each Indicator
- Documentation of Universes, Sampling Size, and Sampling Results

- Questions Asked by Auditors
- Regulations

Acing Your Assessments: PHAS Success

Thursday 04/12/2018 9:00 – 12:00
John Emery – U.S. Inspection Group; BDO Trainers TBD

The Public Housing Assessment System All-Stars will be on hand to give you the tips and strategy you need to ace your PHAS assessment! John Emery from USIG will provide insight into inspection priority, and clarify the tough scoring items so that attendees will understand exactly what needs to be done to achieve High Performer status! Additionally, trainers from BDO PHA Finance will be there to give you the low down on how to maximize your AMP and agency scoring potential in MASS, FASS, and CFP! Attendees are guaranteed to walk away from this course with proven strategies to achieve High Performer status!

Hearing Officer Workshop

Thursday 04/12/2018 1:30 – 4:30
Janice Gibbons – The Nelrod Company

Few people like to deal with complaints and grievances. Unfortunately, it is a fact of life at every Agency. Whether it's a Grievance Hearing, Informal Review, or a Formal Hearing, Hearing Officers need to understand their role and responsibilities. What Hearing Officers need to evaluate and how they arrive at their hearing decisions will be discussed. Proper notification and follow up will also be addressed.

Financial Track

2018 Financial Update – Hot Topics in HUD Accounting

Wednesday 04/11/2018 9:00 – 4:30
BDO PHA Finance – Trainers TBD

Trainers will discuss current funding realities and protecting operating reserves (in public housing) and monitoring your program's net restricted position and HUD-held reserves (in the Voucher program). Trainers will examine the current ambiguities in HUD's formula income/utility expense levels. We will cover the latest information on the refederalization of the Central Office Cost Center and examine PBV vs. PBRA for RAD.

PHAS – FASS, MASS, and CFP Score Maximization

Thursday 04/12/2018 9:00 – 12:00
BDO PHA Finance – Trainers TBD

Trainers will examine current PHAS indicators and sub indicators with an eye on those elements that can dramatically impact scoring. The discussion will examine the ratios behind the current three financial and management sub indicators and explain the difference between MASS and CFP indicator occupancy measurements. As time allows, the trainer will briefly cover the most recent listening session discussion on the next iteration of PHAS: SE-PHAS.

Preparing Effective Financial Reports for your Agency

Thursday 04/12/2018 1:30 – 4:30
BDO PHA Finance – Trainers TBD

This session will discuss the financial reports to assist PHAs to make informed financial decisions. We will cover the basic financial statements that can be included in a monthly reporting package but will also examine the additional reporting items PHA staff should monitor over the course of the Fiscal Year, including the balance sheet, income statement, and a simple statement of cash flows. We will briefly explain other key operational reports your PHA may want to consider.

Illinois Debt Recovery Offset Portal (IDROP)

Friday 04/13/2018 9:00 – 12:00
Illinois Office of the Comptroller

Effective January 1, 2012, Public Act 97-0632 established the “Local Debt Recovery Program” to allow units of local government to collect outstanding debt in coordination with the Illinois Comptroller’s Office. The Act modified the State Comptroller Act (15 ILCS 404/10.05), adding units of local government, school districts, public institutions of higher education, and housing authorities to the entities available to utilize the procedure. IDROP provides units of local government with an inexpensive collection tool against debtors who are anticipating funds from the State of Illinois. Join staff from the Illinois Comptroller’s Office to learn how this effective debt recovery program will benefit your agency!

Housing Choice Voucher Specialists Track

HCV Specialist Workshop – Regulatory Update

Wednesday 04/11/2018 9:00 – 4:30

Adam Ensalaco – Nan McKay and Associates, Inc.

NMA trainer Adam Ensalaco specializes in making rent calculation easier to understand and clearing up common misconceptions about the process. He has been a part of the NMA team for three years. Adam has previous experience in the affordable housing industry working to house people with disabilities and training housing authorities on reasonable accommodations.

Join the experts from Nan McKay as they help you navigate through the latest regulatory changes, new requirements, and how each applies to the housing choice voucher lifecycle. Topics include:

- Streamlining Final Rule updates
- Flat Rent
- Violence Against Woman Reauthorization Act (VAWA)
- Criminal Background Checks
- Smoke-Free Public Housing
- Community Service and Self-Sufficiency Requirement (CSSR)
- HOTMA – Housing Opportunity Through Modernization Act

PH/HCV Workshop – Problem Areas in Rent Calculation

Thursday 04/12/2018 9:00 – 4:30

Adam Ensalaco – Nan McKay and Associates, Inc.

The purpose of this training is to teach difficult rent calculation concepts for both the public housing and housing choice voucher programs. This session has been carefully structured for combination areas to be trained together. This is possible, as both programs use essentially the same rules and face essentially the same difficult calculation concepts. Topics include:

- Imputed Welfare
- Earned Income Disallowance
- Assets
- Common errors in calculating allowances
- Verifications

PH/HCV Workshop – Understand and Maximize Utilization

Thursday 04/12/2018 1:30 – 4:30

Terry Provance – Nan McKay and Associates, Inc.

Utilization is the KEY measurable for the housing choice voucher program. Spending every dollar you're allocated is important for a number of reasons! Attendees of this class will learn how each of the following topics can help their agency maximize utilization:

- HCVP funding basics
- Introduction to and use of HUD's forecasting tool
- Building effective leasing plans

PH/HCV Occupancy Roundtable

Friday 04/13/2018 9:00 – 12:00
Moderator TBD

Join your colleagues from around the state to discuss hot topics, current issues, and anything else pertinent to your day-to-day operations! Come prepared to share your successes and challenges with counterparts from other agencies, as this is a great opportunity to network and learn! Facilitated and kept on track by your peers, this session will provide valuable experience and insight from *and* for public housing and housing choice voucher occupancy! If you have agenda items you would like to see discussed, please email dantoine@knoxhousing.org!

Public Housing Specialists Track

PH Specialist Workshop – Regulatory Update

Wednesday 04/11/2018 9:00 – 4:30
Terry Provance, Nan McKay and Associates, Inc.

Terry Provance has been a trainer and consultant at Nan McKay and Associates since 1999. He specializes in the public housing program and is responsible for writing and keeping staff updated on asset management materials. He recently took the lead role in creating and developing NMA's new PH Occupancy Tracking Tool, which can be used by any rental development, whether or not it's HUD-assisted, including mixed finance and LIHTC properties. Terry recently wrote a series of posts on the NMA blog about achieving maximum occupancy.

Join the experts from Nan McKay as they help you navigate through the latest regulatory changes, new requirements, and how each applies to the public housing occupancy lifecycle. Topics include:

- Streamlining Final Rule updates
- Flat Rent
- Violence Against Woman Reauthorization Act (VAWA)
- Criminal Background Checks
- Smoke-Free Public Housing
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- Earned Income Disallowance
- Assets
- Common errors in calculating allowances
- Verifications

PH/HCV Workshop – Maximizing PH Occupancy

Thursday 04/12/2018 9:00 – 12:00
Terry Provance – Nan McKay and Associates, Inc.

Occupancy is the #1 goal of the public housing program! Now, maybe more than ever, it is important to keep occupancy rates as high as you can! Attendees of this class will learn how each of the following topics can help their agency maximize occupancy rates:

- How occupancy affects the financial health of the property
- How to work efficiently to reduce vacancy time
- Marketing and addressing market conditions
- Tracking vacancy, occupancy, and unit turnaround time

PH/HCV Occupancy Roundtable

Friday 04/13/2018 9:00 – 12:00
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Join your colleagues from around the state to discuss hot topics, current issues, and anything else pertinent to your day-to-day operations! Come prepared to share your successes and challenges with counterparts from other agencies, as this is a great opportunity to network and learn! Facilitated and kept on track by your peers, this session will provide valuable experience and insight from *and* for public housing and housing choice voucher occupancy! If you have agenda items you would like to see discussed, please email dantoine@knoxhousing.org!

Property Management Track

REAC: UPCS Changes, Updates, and Reminders

Wednesday 04/11/2018 9:00 – 4:30
John Emery – US Inspection Group

RECENT PROTOCOL CHANGES INCLUDED: 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, our

instructor will educate you on what to look for when entering every apartment. Our training will include an in-depth review of the UPCS protocol coupled with a detailed study of each inspectable area **(including point values for every defect)**. Additionally, we will work with PHA personnel to develop a simple yet detailed, single-sheet checklist that can be used by maintenance mechanics when entering any unit to aid in locating and alleviating defects according to UPCS throughout the entire year. This training and checklist will ensure you are ready for your next REAC inspection.

Property Manager Workshop

Thursday 04/12/2018 9:00 – 4:30
Dennis Schumacher, Warren County Housing Authority
Jennifer Stegall, Knox County Housing Authority

Denny Schumacher has served as Assistant Administrator at Warren County Housing Authority for 20 plus years. Jennifer has been with the Knox County Housing Authority for 25 plus years. With over 45 years of combined service, Denny and Jenny present many resourceful topics for Property Managers and Capital Fund Program Managers. Lively Interactive participation is encouraged with topics including fire safety, marketing, bed bugs, sample forms, day-to-day operations, and much more. Topics will also help the maintenance and custodial staff.

Housing & Urban Development (HUD)

Special Applications Center – Upcoming Notices

Thursday 04/12/2018 9:00 – 4:30
Katie Stuckemeyer, Department of Housing and Urban Development – Special Applications Center

Clinic favorite Katie Stuckemeyer will be on hand to discuss new guidance, as well as the concepts around obsolescence and the repositioning of your PHAs building inventory. Attendees will then be able to sign up for sessions to individually discuss issues with their agency. This is a great session for the strategic planners at your agency!

General Information Session

Friday 04/13/2018 9:00 – 12:00
HUD Staff

HUD staff will be onsite to bring HUD's perspective on current topics of relevance to housing authorities. Specific topics to be determined.

General Interest

Drug Recognition Program

Friday 04/13/2018 9:00 – 12:00

Master Sergeant Michael Ross, Administrative Officer, District 6, Illinois State Police

Participants will learn to identify signs of impairment and classify them by stimulant, depressant, opioid and hallucinogen. This will assist when interacting with these individuals in a safe manner. They will learn indicators of drug activity by what they see during normal interactions and apartment visits. We will also discuss indicators of possible terrorist activity and what to do if they see any of these indicators.

Maintenance Track

Refrigerator Maintenance

Wednesday 04/11/2018 9:00 – 4:30

Ish Moorman, AC/C Tech

This course develops skills in servicing refrigerators. During Wednesday morning, students will learn details about the temperature control, defrost control, defrost heater, defrost thermostat, evaporator fan, guardette, relay, and compressor. Also, students will learn details about the energy saver switch and fresh food light. During Wednesday afternoon, students will learn details about the refrigeration cycle; specifically, diagnosing the compressor, checking for refrigerant leaks, recharging the system, and making all repairs in a safe, efficient, and productive manner.

REAC: UPCS Changes, Updates, and Reminders

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Illinois DIOSH – Electrical Myths

Wednesday 04/11/2018 9:00 – 12:00; Encore/Repeat Session 1:30 – 4:30

Bob LoMastro – Downstate Illinois

Bob LoMastro is an EHS professional in the Mundelein, Illinois area, and provides OSHA training to business and corporate clients.

If you have fond recollections of a science teacher who made a subject come alive and crackle with excitement, then you will surely enjoy this class. Experience the snap and sizzle of electricity dropped right into your lap. Office workers and electricians will learn more about this deadly force we depend on, in a few hours, than they have learned in a lifetime. Using live demonstrations & actual accident videos, Bob not only covers the pertinent standards but demonstrates why those standards are necessary.

General Wiring Maintenance

Thursday 04/12/2018 9:00 – 4:30

Ish Moorman, AC/C Tech

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, GFCIs, AFCIs, fire and smoke detectors, 120v special purpose circuits, 240v range and dryer circuits, low voltage 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.

Integrated Pest Management – Pest Control Strategies

Thursday 04/12/2018 9:00 – 4:30

StopPests.org

StopPests.org are a group of science educators, seeking to improve pest control in affordable housing by teaching everyone who works, lives, and plays in housing how to use integrated pest management (IPM).

In-House Maintenance Projects for Preventing and Controlling Rodents

Often persistent rodent infestations cannot be solved by placing a handful of bait boxes and glue boards around and inside homes. The job is bigger and likely requires a “mouse cleanout”, a much more detailed job involving finding and removing nests, entryways, and cleaning nests and droppings. Rodents carry pathogens and can trigger asthma and steps should be taken to safely eliminate them. Removing them takes work but it can be done and if done right can prevent further infestations and make homes healthier.

IPM for Cockroaches

Cockroach infestations can persist for years without us gaining the upper hand when the only tool used to control them is calendar-based pesticide applications. Cockroaches have developed resistance to sprays, avoid them, and don't pick up enough of the chemical to kill once the pesticide starts to degrade over time. Not to mention, this presents a risk to the residents by increasing their pesticide exposure.

Bait applications have proven to be a more effective control of cockroaches. The presentation will cover baits and other effective tools for cockroach control, even in situations where sanitation is not ideal.

Introduction to Bed Bugs: The Vampire in your Sheets

Whether you're new to bed bug or have seen them for years, getting good information to staff and residents is vital. You'll learn how bed bugs have adapted to living in multifamily housing and how staff can become knowledgeable advocates for effective bed bug service.

Lowering Costs with In-House Bed Bug Management

Bed bug treatments can cost hundreds or even thousands of dollars to treat one single unit. Repeated pesticide applications alone will not eliminate bed bugs. An IPM approach to bed bug management uses multiple tools (chemical and non-chemical). Learn what your housing staff can do to complement professional treatment or manage bed bugs completely in-house. You'll hear examples of housing staff successfully eliminating bed bugs with heat, vacuums, desiccant dusts, sealing entryways, record keeping, preventing furniture disposal from being the source of re-infestations and using monitors to stay proactive and on top of infestations.

Customer Service for the Maintenance Professional

Thursday 04/12/2018 9:00 – 12:00
Janice Gibbons – The Nelrod Company

The Maintenance Department is the PHA's most visible Customer Service provider! You interact with your customers, the residents, more often than any other PHA employee; therefore, you must be aware of your role in providing Customer Service. Customer Service is more than just a smile... it is behavior, dress, communication, ATTITUDE, technique and skills. It reflects the culture of the PHA. In this interactive workshop, participants will learn who their customers are, how to turn negative encounters into positive experiences, how communications can be improved, as well as how unfortunate situations can be avoided.

AHRMA – HAZ-MAT and Bloodborne Pathogens

Thursday 04/12/2018 1:30 – 4:30
AHRMA

This presentation will provide the required training for these OSHA Standards. The Bloodborne Pathogen training will cover the potential life-threatening diseases that can occur if exposed to a BBP. This training will also cover what can be done to protect yourself and what are all the different requirements that you have to be aware of. Hazard Communication training will cover all aspects of this standard, including hazard classification, chemical labeling, safety data sheets, understanding chemicals in the work place, personal protective equipment and exposure to hazardous chemicals. Attendees will receive a certificate of completion.

General Plumbing Maintenance

Friday 04/13/2018 9:00 – 12:00
Ish Moorman, AC/C Tech

This course develops skills in solving plumbing problems in a home or apartment community. Students will learn the anatomy of a plumbing system and how to make repairs at kitchen sinks, bathroom sinks, tubs, showers, toilets, and water heaters. Students will also learn drain cleaning techniques via plungers, pressure, and toilet augers. Other topics include tools of the trade, minimizing foul smells, thawing frozen pipes, and winterizing plumbing components. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

Occupational Safety: Top 10 OSHA-Cited Deficiencies

Friday 04/13/2018 9:00 – 12:00
Mike Maeser, John A. Logan College

Each year, approximately 6,000 employees in this country die from workplace injuries while another 50,000 die from illnesses caused by exposure to workplace hazards. In addition, 6 million workers suffer non-fatal workplace injuries at an annual cost to U.S. businesses of more than \$125 billion. Effective job safety and health add value to the workplace and help reduce worker injuries and illnesses. Employees, supervisors, and safety & health individuals will learn top ten most cited standards in our region and appropriate abatement for each.

AHRMA Risk Assessment Workshop

Friday 04/13/2018 9:00 – 12:00
AHRMA

This presentation will address the things that you should be looking for from an insurance risk standpoint. The objective is to be able to identify preventable risk as it relates to property damage, liability and workers compensation. We will cover fire and life safety code requirement with your buildings. Also, we will cover what are the potential risk related to boiler rooms, mechanical rooms, laundry rooms, kitchens and maintenance shops. We will also address exterior hazards related to buildings and grounds. Finally, we will offer corrective actions to identified risk.

Maintenance/Modernization Roundtable Discussion

Friday 04/13/2018 9:00 – 12:00

A staple of past clinics, the Maintenance/Modernization roundtable returns to this year's Clinic! Come prepared to share your successes and challenges with counterparts from other agencies, as this is a great opportunity to network and learn! Facilitated and kept on track by your peers, this session will provide valuable experience and insight from *and* for all levels of staff! If you have agenda items you would like to see discussed, please email dantoine@knoxhousing.org!

General Clinic Information

IAHA Annual Meeting

Friday 04/13/2018 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 Friday morning during breakfast.

Vendor Exhibition

Wednesday 04/11/2018 4:30 – 8:00 PM

Thursday 04/12/2018 9:00 – 4:30 PM

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! New this year are Vendor Showcases. There is a meeting room dedicated to vendors who want to have a more intimate conversation with you. There will be a list of times and vendors provided at check-in.

Dinner Reception

Thursday 04/12/2018 5:00 – 11:00

Join your friends, coworkers, and counterparts for a dinner/dance reception in Fountain Hall! A great meal, prize giveaways, and live music will have you dancing and rocking the night away!

Clinic Registration

Can't wait to get registered? Really excited to get down to Decatur and start learning? Register online today at: www.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 \$107.08 per night, taxes not included. The Standard Class Room Rate is \$101.61 per night. It will be listed under IAHA.