

# IAHA Maintenance and Management Clinic Agenda

March 23, 24, 25, 2026

| Monday, March 23, 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                     |                                                    |                                                              |
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| Time & Track                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Title                                               | Speaker                                            | Company                                                      |
| <b>9:00AM – Noon</b><br><b>All Attendees</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Leadership. Advocacy. Action</b>                 | Dr. Jackie L. Newman<br>Bob Palmer<br>Dr. Rita Ali | IAHA President<br>Housing Action Illinois<br>Mayor of Peoria |
| <b>Description:</b><br>Kick off the conference with powerful insights from <b>Bob Palmer</b> of Housing Action Illinois, sharing critical updates from the Illinois General Assembly. Hear from <b>Dr. Rita Ali</b> , Mayor of Peoria, on how housing policy impacts communities locally. <b>Dr. Jackie L. Newman</b> , President of Illinois Association of Housing Authorities, will highlight IAHA's advocacy and strategic priorities. Gain timely legislative updates, local perspective, and actionable insight shaping affordable housing across Illinois.                                                                                                                                                            |                                                     |                                                    |                                                              |
| 1:30 PM – 3:00 PM<br><b>Leadership</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Leadership Roundtable                               | TBD                                                |                                                              |
| <b>Description:</b> Join your peers to discuss the latest issues.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                     |                                                    |                                                              |
| 3:15 PM – 4:30 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Fair Housing Roundtable                             | TBD                                                |                                                              |
| <b>Leadership:</b> Join your peers to discuss the latest issues.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                     |                                                    |                                                              |
| 1:30 PM – 3:00 PM<br><b>PH Operations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Managing PHAs with Limited Staff for Maximum Impact |                                                    | Nelrod                                                       |
| <b>Description:</b> Running a small PHA with a lean team means wearing many hats — but it doesn't mean sacrificing performance. This session offers practical strategies and real-world insights for managing public housing operations efficiently, even with limited staffing and tight budgets. Designed for small but driven teams, this course will guide participants through prioritizing what matters most, aligning daily tasks with big-picture goals, and using creativity and collaboration to stretch resources without burning out.                                                                                                                                                                            |                                                     |                                                    |                                                              |
| Participants will explore how to streamline core functions, adopt time-saving tools, and build strategic partnerships that multiply impact. With a focus on adaptability, resourcefulness, and leadership, this course empowers attendees to operate with confidence, resilience, and purpose — even when resources are tight.                                                                                                                                                                                                                                                                                                                                                                                               |                                                     |                                                    |                                                              |
| 3:15 PM -4:30 PM<br><b>PH Operations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Leveraging HUD Reports for Effective PH Operations  |                                                    | Nelrod                                                       |
| <b>Description:</b> HUD reports are more than just paperwork — they're powerful tools that can shape agency performance and compliance outcomes. This session equips public housing professionals with the knowledge and confidence to access and interpret key HUD reports, extract meaningful insights, and translate that data into informed decisions. Whether you're managing occupancy, finances, or operations, you'll walk away knowing how to use these reports to drive strategic action and improve your agency's outcomes. We'll break down complex data points, highlight what matters most, and show you how to stay ahead of the curve by responding proactively — not reactively — to HUD's oversight tools. |                                                     |                                                    |                                                              |
| We'll explore real-world examples of how successful agencies use data to tell their story, justify operations, and prepare for audits and reviews. By the end of this session, participants will not only understand what HUD is looking for — they'll be prepared to use that same information to improve performance, enhance transparency, and support continuous improvement across all programs.                                                                                                                                                                                                                                                                                                                        |                                                     |                                                    |                                                              |
| 1:30 PM – 4:30 PM<br><b>Financial</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Financial Updates                                   |                                                    | BDO                                                          |
| <b>Description:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                     |                                                    |                                                              |
| 1:30 PM -4:30 PM<br><b>Maintenance</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Hands-On Plumbing                                   | Aaron Gardner<br>Dylan Dabek                       | Glade Plumbing                                               |

**Description:** This course will help you develop skills necessary to maintain, diagnose and repair of electric and gas water heaters. How to use a multi meter.

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| 1:30 PM – 4:30 PM<br><b>Maintenance</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Fair Housing for Maintenance |  | Nelrod |
| <p><b>Description:</b> One wrong move, one ignored request, one offhand comment can land your agency in hot water. Sound dramatic? It is. And that's not just important — it's essential. And it starts with you. Every work order, every repair, every interaction is a chance to support equal and equitable housing. Maintenance techs aren't just fixing what's broken — they're creating access, preserving fairness, and making sure every resident feels safe and valued in their home.</p> <p>This isn't your average Fair Housing training. We're cutting through the legal fluff and getting straight to it: what Fair Housing means <i>for maintenance techs</i> — in the unit, on the grounds, during a repair, or in the middle of a tenant meltdown. We'll take a deep dive into the accessibility standards that affect your daily work — UFAS, the 2010 ADA Standards, and Section 504. You'll learn how small oversights can lead to big violations, and how your role directly impacts whether a unit is truly accessible. From grab bars to clear paths of travel, we'll break down the must-know details. Because at the end of the day, this isn't just about rules — it's about respect, dignity, and doing right by the people we serve.</p> |                              |  |        |

## Tuesday, March 24, 2026

| Time & Track                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Title                               | Speaker | Company |
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| 9:00 AM – 12:00 PM<br><b>PHA Operations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Occupancy Intersections with NSPIRE |         | Nelrod  |
| <p><b>Description:</b> With the full implementation of HUD's National Standards for the Physical Inspection of Real Estate (NSPIRE), occupancy specialists are more than just paperwork warriors — they are frontline partners in ensuring that physical condition standards are met. This engaging session uncovers the essential connection between occupancy functions and NSPIRE compliance. Participants will explore how daily occupancy practices — from admissions and leasing to tenant certification and lease enforcement — impact a property's inspection readiness and score.</p> <p>Occupancy staff are uniquely positioned to influence NSPIRE outcomes through informed decision-making, cross-departmental collaboration, and resident education. By equipping specialists with practical knowledge and strategic tools, this course empowers them to play a proactive role in shaping a compliant, well-maintained, and safe public housing environment.</p> |                                     |         |         |
| 9:00 AM – 4:30 PM<br><b>Financial</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Financial Updates                   |         | BDO     |
| <b>Description:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                     |         |         |
| 1:30 PM – 4:30 PM<br><b>PH Operations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Ethics and the Occupancy Process    |         | Nelrod  |
| <p><b>Description:</b> Trust is the cornerstone of any housing program — and it starts with ethical, professional decision-making. This dynamic course gives public housing and Housing Choice Voucher (HCV) professionals the tools to navigate real-world challenges with integrity and confidence. From managing sensitive resident information to avoiding conflicts of interest, participants will explore how everyday actions can either build or erode public trust.</p> <p>Through interactive scenarios, HUD-aligned guidance, and frontline-tested best practices, this course equips occupancy staff with practical strategies to uphold fairness, ensure compliance, and maintain professionalism in every interaction. Participants will leave with a stronger ethical foundation and a clearer understanding of how to foster accountability, transparency, and respect in all aspects of their work.</p>                                                       |                                     |         |         |

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| 1:30 PM – 4:30PM<br><b>Leadership</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Ask the Attorney: Anything and Everything Housing | Eric Hanson                  | Mahoney, Silverman & Cross, LLC                                  |
| <b>Description:</b> Get the answers you need from a trusted expert! Join Attorney Eric Hanson for an informative session on Grievance Hearings, Terminations, and more. With years of experience navigating complex employment and housing issues, Eric will break down the process, clarify common challenges, and provide practical guidance you can use right away. Bring your questions, there will be dedicated time for open Q&A, and Eric is always happy to share his seasoned insight and expertise.                                                                   |                                                   |                              |                                                                  |
| 9:00 AM – 4:30 PM<br><b>Maintenance</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Hands-On Plumbing                                 | Aaron Gardner<br>Dylan Dabek | Glade Plumbing                                                   |
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| <b>Wednesday, March 25, 2026</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                              |                                                                  |
| <b>Time &amp; Track</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Title</b>                                      | <b>Speaker</b>               | <b>Company</b>                                                   |
| 9:00AM – 12:00PM<br><b>All Attendees</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Drug Use Awareness and Trends in IL               | Sergeant Theodore Tebbe      | IL State Police ~ Southeastern Illinois Drug Task Force (SEIDTF) |
| <b>Description:</b> SEIDTF is dedicated to safeguarding our communities by combating the manufacture, distribution, and trafficking of controlled substances throughout Illinois. This presentation will provide an in-depth look at current drug use trends impacting Southern and Central Illinois, including emerging substances, patterns of abuse, and the challenges faced by law enforcement and community partners. Our goal is to raise awareness, share actionable insights, and strengthen community partnerships to reduce the devastating impact of illicit drugs. |                                                   |                              |                                                                  |