

# NORCAL/NEVADA CHAPTER NAHRO Winter Conference



Welcome!  
NORCAL/Nevada Chapter NAHRO  
Winter Conference

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As you know, 2009 has been a tough year for this nation with bank failures, mortgage foreclosures, high unemployment and a huge government deficit. For 2010 some are predicting another challenging year, but I see opportunity to look for other avenues to create and maintain affordable housing. Housing Authority's have seen signs of these opportunities through the American Recovery and Reinvestment Act of 2009. This legislation has given many Housing Agency's the much needed "shot in the arm" to address preservation of Public Housing units. The Neighborhood Stabilization Program will also provide more opportunities for Housing Authorities to address their units, as well as acquisition of more affordable housing, thereby stabilizing communities.

With these opportunities Housing Authorities must strategize and join together in formulating a strong agenda. We must continue to share knowledge and best practices as it relates to the programs and services we administer. I believe that the local NAHRO chapter can lead the way in preserving this brain trust and teaching the next generation of housing leaders the value of safe, decent, and affordable housing.

As President of the local Norcal/Nevada Chapter of NAHRO I hope to keep us looking beyond the negatives and towards the solutions, by developing a network of resources, and relationships beyond conferences, for all levels of housing administrators. Let's look at 2010 with optimism—make it your greatest year by **"Supercharging Your Organization"**!

We want these conferences to be fun, educational, productive, and provide solutions to address our everyday challenges. Please feel free to contact me or members of the Board if you have ideas and or suggestions on how we can better your conference experience. I look forward to seeing you all.

Nick Chhotu  
Chapter President

✘ **Saturday, January 30th**

- ✘ **6:00-7:00 p.m. Board Meeting**
- ✘ Presiding: Nick Chhotu, President

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✘ **Sunday, January 31<sup>st</sup>**

- ✘ **8:00-12:00 p.m. Registration Opens**
- ✘ **10:00-11:45 a.m. NAHRO 101**
- ✘ Do you think you know how NAHRO works? If not, or just need a refresher come and hear how the Chapter, Region and National levels all work together to get the job done! Learn how meetings are conducted, staff responsibilities, and the general working of each branch of NAHRO.
- ✘ Moderator: Karen Wallace, SHRA
- ✘ Speaker(s): Lori Boies, Regional Service Director, PSWRC-NAHRO
- ✘ **12:00-1:15 p.m. Luncheon/Opening General Session/High Performing Agency Awards**
- ✘ Presiding: Nick Chhotu, President
- ✘ Welcome: Mayor
- ✘ Keynote Speaker: Stephen Schneller, Director HUD
- ✘ **1:30-4:30 p.m. Commissioners Track – Effective & Efficient Governance**
- ✘ Many commissioners want to contribute more to the success of the agency, but may be concerned about what is their role as policy makers and legal responsibilities for oversight of an agency. Participants will take home a hand-out providing some ideas and methodologies to increase their effectiveness as a commissioner. Commissioners will partake in a Stand Committee Meeting with an agenda that includes a business meeting, National Commissioners Report, Advocacy “Call to Action” Initiative and a Strategic Plan for the Chapters Commissioner of Affairs Committee.
- ✘ Speaker: Moses Mayne

## Sunday, January 31<sup>st</sup> cont'd

### × 1:30-4:40 p.m. **Community Service**

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- × The Quality Housing and Work Responsibility Act of 1988 requires that all non-exempt public housing residents contribute eight (8) hours per month of community service or participate in eight (9) hours of training, counseling, classes or other activities that help an individual achieve self-sufficiency and economic independence. However, from one jurisdiction to another, the courts do not always support evicting residents for non-compliance of community service. This session will discuss compliance issues and the possible dissemination of community service.

Moderator: Bruce Smargiasso, Contra Costa HA

Speakers: Karen Wallace, SHRA; Tia Boatman, SHRA; Valerie Feldman, Legal Services; HUD Representative

### × 1:30-4:30 p.m. **Reasonable Accommodation**

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- × Reasonable Accommodation Policies are set in place to allow people with disabilities full access to the communities in which they reside. Although Housing Authorities are doing better in accommodating these families, there are sometimes major challenges when gray areas are presented by our clientele. This session will cover business practices when the reasonable accommodation is not the norm.

× Moderator: Katherine Keller, Livermore HA

× Speaker: HUD Representative

### × 1:30-4:30 p.m. **Maintenance Academy Appliance Repair**

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- × Dishwashers are a luxury, stoves are necessary, but refrigerators are critical to the daily functions of a household. This class will help you respond to the most urgent requests to repair refrigerators and determine a repair or replacement threshold.

Moderator: Roy Peters, Butte HA

Speaker: Paul Rhodes, HD Supply

**Monday, February 1<sup>st</sup>**

× **7:30-9:00**            **Registration**

× **9:00-11:45 a.m.**    **Performance Management – Coaching for Success**

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× Do Staff Evaluations seem like the last thing you have time to address? Have you found yourself at a loss for words when it comes to completing employee reviews? Have you ever struggled to find ways to address long-standing employee issues in ways that are effective and respectful without carving too much time out of your busy schedule? In this workshop we'll review a few different models of employee reviews and outline a series of brief, practical steps to help you schedule and document a performance management plan that will engage your staff, outline measurable performance goals for each staff member, and provide you with specific examples of employee success in ways that can easily fit into your busy schedule.

× Moderator: Karen Wallace, SHRA

× Speaker: Ann Davis, SHRA

× **9:00-11:45 a.m.**    **Stimulus NSP**

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× The workshop will focus on the overall investment objectives of safety, liquidity and yield. This includes the pitfalls of “going it alone,” the importance of using a fixed income advisor, advantages of an advisor, questions to ask when selecting one and how to proceed once you have one on board with your agency.

× Moderator: Nick Chhotu, SHRA

× Speaker: Geoffrey Ross, SHRA

× **9:00-11:45 p.m.**    **Maintenance Academy Advanced HVAC Training**

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× Heating and cooling service requests require quick responses and repairs. This class will focus on trouble shooting, diagnosing and repairing the most common outages in your HVAC systems. This class will also help you to determine a repair or replacement threshold for systems.

× Moderator: Roy Peters, Butte HA

× Speaker: John Hill, HD Supply

## Monday, February 1<sup>st</sup> cont'd

- × **11:45-1:30 p.m. Luncheon/Perfecto Villa Real Award/Raffle**
- × Presiding: Nick Chhotu, President
- × Speaker: Vintner

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- × **1:45-4:30 p.m. Maintenance Academy Advanced HVAC Training (continued)**
- × Heating and cooling service requests require quick responses and repairs. This class will focus on trouble shooting, diagnosing and repairing the most common outages in your HVAC systems. This class will also help you to determine a repair or replacement threshold for systems.
- × Moderator: Roy Peters, Butte HA
- × Speaker: John Hill, HD Supply
- × **1:45-4:30 p.m. Staff & Program Development – Developing Star-Performers**
- × Do differences between your staff make change difficult or elongate the time you spend in meetings? Do your teams struggle to work together due to differences in opinion, temperament, or styles of communication & planning? Are your department goals left behind due to lack of staff follow through or other chronic errors? In this workshop we'll give you ready to use staff development exercises that will help your staff to appreciate their differences in ways that help to build strength to your program as a whole.
- × Moderator: Karen Wallace, SHRA
- × Speaker: Ann Davis, SHRA
- × **1:45-4:30 p.m. HUD and Legislative Updates**
- × Get the inside scoop with what is happening on Capitol Hill in Washington D.C. and upcoming news and changes from HUD. Stephen Schneller, Director San Francisco HUD, will bring the exciting updates from HUD and Jonathan Zimmerman our Legislative Analyst with NAHRO will be reporting in from Washington D.C. via live webcast to inform us of the presidential transition and political climate with his legislative update.
- × Moderator: Nick Chhotu, SHRA
- × Speakers: Stephen Schneller, HUD; Jonathan Zimmerman, NAHRO