

**2024 AHMA-PSW Conference Expo**

<b>Monday, May 20, 2024</b>	<b>Owner / Agent</b>	<b>Service Coordinators</b>	<b>Supportive Housing</b>	<b>Property Management</b>	<b>Supervisor</b>	<b>Tax Credit Compliance</b>	<b>HUD Compliance</b>	<b>Maintenance</b>
7:30 am - 8:50 am	Registration / Continental Breakfast in the Trade Show							
9 am - 9:20 am	Opening General Session - Welcome, Announcements, and Professional Education Recognition							
Session I 9:30 am - 10:45 am	<b>01 - National Update</b> Kris Cook	<b>02 - Advocacy 101</b> Gloria Pacas	<b>03 - Lease up Best Practices</b> Elizabeth Sandoval	<b>04 - Rental Agreement Violations</b> Angela Cisneros	<b>05 -Marketing and Filling Vacancies</b> Sheyla Batres & Nichol Corbin	<b>06 - Understanding Income Exclusions, and Various Eligibility Requirements</b> Lisa Bettencourt	<b>07 - TRACS Fundamentals</b> Robin Fox	<b>08 - Safety Planning: Minimizing Impacts to Property Operations</b> Scott Ployer
10:45 am - 11 am								
Session II 11 am - 12:15 pm	<b>09 - State Agencies Updates</b> Elizabeth Gutierrez & Mayra Lozano	<b>10 - Scholarships and Posters</b> AHMA-PSW	<b>11 - Successful Coordination of Services and Property Management</b> Brilliant Corners	<b>12 - Preventive Maintenance</b> Scott Ployer	<b>13 - REPEAT: Improving Workplace Communications</b> Velma De La Rosa	<b>14 - Annual Recertifications Best Practice</b> Angela Cisneros	<b>15 - Fundamentals of Expenses and Deductions</b> Lisa Bettencourt & Katie Aguirre	<b>16 - Fair Housing for Maintenance</b> KTS
12:30 pm - 2 pm	Lunch - Scholarship Awards, Recognition of Sponsors							
2 pm to 3 pm	Break in the Expo							
Session III 3:15 pm - 4:45 pm	<b>17 - Legislative Update</b> Rae Beam	<b>18 - Mental Health First Aid</b> Brilliant Corners	<b>19 - Housing Retention Plans</b> Rachel Leber	<b>20 - Fair Housing- Service Animals and Modification vs. Accommodation Request Documenting &amp; Determinating</b> Angela Cisneros	<b>21 - REPEAT: Improving Workplace Communications</b> Velma De La Rosa	<b>22 - Tax Credit Rules: Building vs. Units</b> Sue Silva	<b>23 - Ins and Outs/ Dos and Don't of Certifications</b> Sheyla Batres	<b>24 - Emergency Action Planning &amp; Crisis Management</b> Scott Ployer
5:pm - 6 pm	Maintenance Madness							
6 pm - 10 pm	Monday Night event							
<b>Tuesday, May 21, 2024</b>	<b>Owner / Agent</b>	<b>Service Coordinators</b>	<b>Supportive Housing</b>	<b>Property Management</b>	<b>Supervisor</b>	<b>Tax Credit Compliance</b>	<b>HUD Compliance</b>	<b>Maintenance</b>
7:30 am to 8:30 am	Continental Breakfast							
Session IV 8:30 am - 10 am	<b>25 - How to Detect and Address Potential Workplace Violence</b> Scott Ployer	<b>26 - Clutter Addiction</b> Ruben Rivera Jackman		<b>27 - Customer Service Rules</b> Elizabeth Sandoval	<b>28 - The Act of Terminating Employees- Cutting Down on after Termination Legal Battle</b> KTS	<b>29 - HUD NSPIRE's Impact on LIHTC Programs</b> Carlos Diaz	<b>30 - EIV, TRACS and Civil Rights 4350.3 Chapters 8,9 and 2</b> Zeffert	<b>31 - NSPIRE: Part I</b> Kathi Markan
10 am - 10:15 am	Morning break							
Session V 10:15 am - 11:45 am	<b>31 - Risk Management &amp; Mitigation</b> Megan Davidson	<b>32 - Housing Collaborating: Resident Services &amp; Resident Managers</b> Ruben Rivera Jackman	<b>34 - Motivational Interviewing and Trauma Informed Care</b> CSH	<b>35 - Annual Budget</b> Sheyla Batres & Lisa Bettencourt		<b>36 - IRS 8823 Guidebook - How to Avoid Non-Compliance</b> Zeffert	<b>37 - VAWA Compliance Obligations</b> Robin Fox	<b>38 - NSPIRE: Parti II</b> Kathi Markan
12:00 pm - 1:15 pm	Lunch - Industry, Agency Staff, Spirit of AHMA and Associate Awards, Community of Quality Awards, and Conference Committee Recognition							
Session VI 1:30 pm - 3 pm	<b>39 - Compassion Fatigue: Cultivating Work Life Balance to Avoid Burnout</b> Ruben Rivera Jackman	<b>40 - Animals: Service vs Support</b> Spencer Fane	<b>41 - Supportive Housing and Homelessness 101</b> CSH	<b>42 - Crime Free Housing</b>	<b>43 - Rookie Supervisor Bootcamp</b> Sheyla Batres	<b>44 - Income Averaging</b> Zeffert	<b>45 - Creating a Baseline for Utility Allowance</b> Robin Fox	<b>46 - NSPIRE: Part III</b> Kathi Markan
3 pm - 3:15 pm	Afternoon break							
3:15 pm - 4:15 pm	Panel Discussion							
4:15 pm - 4:30 pm	Closing session - Prize Drawings							