



# MOCARH 2018 ANNUAL CONFERENCE AGENDA

Date: September 11-13, 2018 • Location: Branson Convention Center, Branson, Missouri

Continental Breakfast Served  
Daily from 6:30am to 8:30am  
(Atrium top of Escalator)

## Day One (September 11) ALL meetings today are held in Taneycomo A

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|--|---|--|--|--|---|
| 7:00am - 8:30am<br>8:30am - 8:45am<br>8:15am - 9:15am<br>9:15am - 9:45am<br>9:45am - 10:15am | <b>Registration (Atrium)</b><br><b>Welcome</b> — Connie Lasher, MOCARH President<br><b>Vendor Intros</b> , Kris Wold, MACO Management<br><b>CARH Update</b> — Colleen Fisher, Executive Director CARH<br><b>Break</b> — Coffee & Donuts w/Vendors in Atrium | 10:30am - 12:00pm<br><br>12:00pm - 1:00pm<br>1:00pm - 2:30pm | <b>Customer Service &amp; Marketing Your Property</b><br>Joe Henry, Professional Compliance Solutions<br>Lesson on real life approaches to marketing your property<br><b>Lunch (Atrium)</b><br><b>Finding Funny in Change</b> — Jan McInnis, Comedian:<br>Learn to use humor to diffuse tension, kick off tough topics and facilitate communications | 2:30pm - 2:45pm<br>2:45pm - 4:15pm<br><br>4:15pm - 4:30pm<br>4:30pm - 6:30pm | <b>Break</b><br><b>Fair Housing, Yesterday, Today and Tomorrow</b> — Discussion of the laws related to the industry<br>Joe Henry, PCS<br><b>A Little Magic!</b> David Sandy<br><b>Vendor Fair and Networking Event (Atrium and Patio)</b><br>Be entertained with magic by David Sandy, enjoy beverages & appetizers, network with peers & vendor partners |
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## Day Two (September 12)

| <u>HUD (Taneycomo A)</u>  | <u>LIHTC (Taneycomo B)</u>   | <u>LAYERED PROGRAMS (Short Creek 1)</u>   | <u>RURAL DEVELOPMENT (Short Creek 3)</u>  | <u>Maintenance Track 1 (Cooper Creek 1)</u>   | <u>Maintenance Track 2 (Cooper Creek 3)</u>   |
|---|--|---|---|---|---|
| 8:30am - 10:00am<br><b>New VAWA Compliance Obligations</b><br>Learn what adjustments must be made in policies, interview, screening, recertification, & termination processes.<br>Jenny DeSilva, Blueprint Housing  | 8:30am - 10:00am<br><b>LIHTC Compliance Basics</b><br>Compliance-related provision that affects management of rental properties (part 1).<br>Tari Bradley, Zeffert & Assoc.                                    | 8:30am - 10:00am<br><b>Introduction to Combined Programs</b><br>Managing compliance when layered or combined programs are involved.<br>Joe Henry — PCS  | 8:30am - 10:00am<br><b>RD101 — Rural Development</b><br>For those new to the industry or someone wanting a refresher course.<br>Rachelle Long — Rural Development                                   | 8:30am - 10:00am<br><b>Make Ready Maintenance</b><br>How to properly get an apartment ready for a new resident.<br>Charles Bringardner — HD Supply  | 8:30am - 10:00am<br><b>Occasional Invaders &amp; What's Changed in 20 Years</b><br>Tim Bulger — BBG Consulting  |
| 10:00am - 10:30am <b>Break</b><br>10:30am - 12:00pm   | 10:00am - 10:30am <b>Break</b><br>10:30am - 12:00pm  | 10:00am - 10:30am <b>Break</b><br>10:30am - 12:00pm   | 10:00am - 10:30am <b>Break</b><br>10:30am - 12:00pm   | 10:00am - 10:30am <b>Break</b><br>10:30am - 12:00pm   | 10:00am - 10:30am <b>Break</b><br>10:30am - 12:00pm   |
| 12:00am - 1:00pm <b>Lunch</b><br>1:00pm - 2:30pm<br><b>Understanding TRACS 2.0.3.A</b><br>Learn the most significant enhancements that impact your leasing operations.<br>Jenny DeSilva, Blueprint Housing  | 12:00am - 1:00pm <b>Lunch</b><br>1:00pm - 2:30pm<br><b>LIHTC Compliance Basics</b><br>Compliance-related provision that affects management of rental properties (part 2).<br>Tari Bradley, Zeffert & Assoc.    | 12:00am - 1:00pm <b>Lunch</b><br>1:00pm - 2:30pm<br><b>Qualifying Households</b><br>Income, assets, & deductions: Compare RD, HUD, & Tax Credit and requirements.<br>Joe Henry — PCS  | 12:00am - 1:00pm <b>Lunch</b><br>1:00pm - 2:30pm<br><b>RD Forms and Files</b><br>The what, why and how of the forms & files required by RD.<br>Rachelle Long — Rural Development                    | 12:00am - 1:00pm <b>Lunch</b><br>1:00pm - 2:30pm<br><b>Make Ready Maintenance</b><br>Continued.<br>Charles Bringardner — HD Supply  | 12:00am - 1:00pm <b>Lunch</b><br>1:00pm - 2:00pm<br><b>Drug Dogs</b><br>Roy McCarty and Ben Kenkel  |
| 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Resolution Secrets for EIV Income Discrepancies (Multifamily System)</b><br>Learn what types of income EIV does/doesn't recognize; what triggers a discrepancy; how EIV calculates discrepancy amount & how to assess if the discrepancy is valid or not.<br>Jenny DeSilva, Blueprint Housing | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>HOME Funds Basics</b><br>Compliance-related provision that affect site management of HOME program properties (part 1).<br>Tari Bradley, Zeffert & Assoc. | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm   | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Preparing for an RD Inspection</b><br>Understanding and preparing for an RD Inspection.<br>Joe Henry — PCS                                    | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Appliance Repair</b><br>Overview of refrigerator, dishwasher, & range (gas or electric) along with the most common service requests & solutions.<br>Charles Bringardner — HD Supply             | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Sidewalk and Curb Repair</b><br>Mike Zatelli — Grind All<br>2:00pm - 3:00pm<br><b>Fire Protection and Security</b><br>Don Freudenberg- Auto Out |
| 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Compliance Challenge Course</b><br>Examine real world recertification scenarios that will incorporate various elements of new information to be gathered and recorded in order to maintain leasing compliance.<br>Jenny DeSilva, Blueprint Housing  | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>HOME Funds Basics</b><br>Compliance-related provision that affect site management of HOME program properties (part 2).<br>Tari Bradley, Zeffert & Assoc. | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Student Rules &amp; Compliance</b><br>Rules related to students for all major program types: RD, HUD, and LIHTC & how to clearly differentiate between each.<br>Joe Henry — PCS | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>RD— Q&amp;A Meetings with Rural Development</b><br>Bring your questions to this meeting for Q&A with RD.<br>Rachelle Long — Rural Development | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Appliance Repair (Continued)</b><br>Overview of refrigerator, dishwasher, & range (gas or electric) along with the most common service requests & solutions.<br>Charles Bringardner — HD Supply | 3:00pm - 3:30pm <b>Break</b><br>3:30pm - 5:00pm<br><b>Nite Bites and Bed Bugs</b><br>Tim Bulger — BBG Consulting  |

## Day Three (September 13)

ALL meetings today are held in Taneycomo A

8:30am - 9:00am  
9:00am - 10:00am

**Rural Development Update** — Pam Anglin & Jeff Case  
**Missouri Human Rights Commission- Sandra Herring**  
Review of the fair housing sections of the MHA Act, complaint/hearing process & the recent legislative changes.

10:00am - 10:15pm **Break**  
10:15am - 11:45am

**Happiness is a Marathon** — Matt Jones  
Strategies to become happier at work and in life.

The Annual Meeting of Members will convene after the close of the general session. All Members are encouraged to attend.