

Thinking Outside the Box



“Expanding the Possibilities”

***Don't Miss Our Awards Dinner
Celebrating NEAHMA's Lifetime Achievement Award for 2016:***

***Honoring Thomas R. Gleason
Executive Director, MassHousing***

**Lombardo's, Randolph, MA
www.neahma.org**

SCHEDULE OF EVENTS

FOR MANAGEMENT, MAINTENANCE AND RESIDENT SERVICES STAFF

Reminder: Be sure to bring business cards with you to the Conference and Trade Show for the many raffle opportunities.

DAY ONE: TUESDAY, OCTOBER 18, 2016
REGISTRATION & TRADE SHOW EXHIBITOR SHOWCASE OPEN
7:00AM - 10:00AM

CONCURRENT WORKSHOPS SESSION I (1.5 CEUs) 8:30AM – 9:45AM

Please note, the 8:30AM workshops have been put in place for those registrants that plan on arriving early to the Conference before the start of our opening session. If you need to earn a total of 6 CEUs for this day, then plan on attending all sessions, starting at 8:30AM to meet your CEU requirements.

Matt Paxton, the founder of Clutter Cleaner and from the television show, HOARDERS.



**clutter
CLEANER**

Two Sessions

8:30AM—9:45AM
Session I
or
1:30PM—2:45PM
Session III

Ex- **treme Cleaning: Handling a Hoarding Dilemma (Repeated) –**

A “Help! What Do We Do When the Box is Too Full!?”

Presenter: Matt Paxton, *Clutter Cleaner*

This class will take audience members through an interactive journey to explore hoarding. Matt Paxton will use his unique mix of humor and industry experience to truly get into the mindset of a hoarder. You'll learn who hoards and why this dilemma is not going away. He'll cover why a hoarder behaves a certain way and why they can't just throw it all out. You'll begin to understand the emotional ties to specific items and how the hoarder places the item can help you to understand their grief. The second half of the class will focus on specific communication techniques to create a positive and compassionate interaction with the hoarding population. Matt will simulate entering a hoarder's home to reinforce hoarding knowledge, as well as communication techniques learned in the class. The class will leave the audience with the proper understanding of hoarding and how to communicate effectively to help the entire community towards a long-term living solution.

B **MassHealth Support for Elders and People with Disabilities in Home** **S e t t i n g s -**

Presenters: John Garcia, *Project Director for the Massachusetts' Money Follows the Person (MFP) Demonstration Grant, EOHHS/ MassHealth*; Courtenay Loiselle, *MFP Strategic Housing Partnership Coordinator, EOHHS*

MassHealth offers a number of services and supports to residents, while helping to support successful tenancies. This presentation will offer information on the types of services residents may be eligible to receive and how to access such services. Mr. Garcia and Ms. Loiselle will also present information on available 811 project-based subsidies which might connect residents receiving MassHealth supports to other units around Massachusetts.

Available support programs discussed in this presentation include:

- Home and Community-Based Services Waivers: Offering services and supports for tenants in their homes and to individuals leaving long-term care facilities
- MassOptions: Providing information and referrals on connecting with elders and persons with disabilities to the Aging and Disability Resource Consortia (ADRCs) and other state agencies which support continued ability to remain in their homes
- Accountable Care Organizations: MassHealth planned delivery system reform strategy will offer total cost of care management for certain MassHealth members

C **Presenting a Well-Designed Package: Tips for Common Spaces on Budget**

Presenter: Eric M. Haydel, *Eric Haydel Design*

Are you residences living as if it were “Back to the Future?” Are your common spaces looking tired and worn? When was the last time your public spaces were updated to meet the needs of today's market?

The impact of the Interior Design process reaches far beyond the overall esthetics and feel of a space, but rather the programming and agility of how your residents are able to live well in their environments. Affordable housing doesn't have to sacrifice a well-built and well-designed environment.

Interior designers work tirelessly to change the lives of clients and communities—whether in residential homes, commercial buildings, or healthcare facilities. Successful interior design interacts with and impacts the human experience, and this responsibility is paramount in the mind of any design professional. A well-designed home reflects the lives that unfold within its walls, inviting you into an experience rather than simply a location.

CONFERENCE OPENING SESSION

10:00AM - 10:30AM (Main Ballroom)

Welcome and Conference Overview

Kristin McGrath Pine, *NEAHMA President*

Washington Legislative & Regulatory Update

Kris Cook, *NAHMA Executive Director*

CONCURRENT WORKSHOPS SESSION II (1.5 CEUs)

10:45AM – 12:00PM

A **Regional Agency Presentations**

Hear the most up-to-date regulatory information affecting managing agents throughout New England. Agency roundtable invitees include; the US Department of Housing & Urban Development (HUD), Connecticut Housing Finance Authority, Navigate Affordable Housing Partners, Maine Housing, MassHousing, New Hampshire Housing, Rhode Island Housing, Vermont Housing Finance Agency, Spectrum, DHCD, and Rural Housing (USDA).

B **Generate Leads and Connect with Your Community** **Video & Social Media Marketing- “This End Up! Making Sure Your Package Gets There Safely!”**

Presenters: Brandy Sales, *Brandy Sales Video Marketing*, Deb LaFlamme, *For the Love of Your Biz*

Learn how to generate more leads, capture your community in action and connect to your residents, vendors and beyond by using Video and Social Media. The training will include: - **Basics to Video Marketing-** A3- step Video Marketing Strategy - A hands-on cell phone video and photo training - **Basics to Social Media Marketing -** A Social Media Plan Q & A.

C Basic Bed Bugs and Integrated Pest Management (IPM) Guidelines
- **“Contents Under Pressure: Handle with Care!”**

Presenter: Brad Hall, NW Pest Control

This session will cover basic Integrated Pest Management (IPM) guidelines, what the Board of Health requires for documentation for problem units, what LEED Certification means for pest control services and contracts, as well as how to perform bed bug inspections and different bed bug treatment options.

BUFFET LUNCH (1.5 CEUs)

TRADE SHOW EXHIBITOR SHOWCASE OPEN

12:00PM—1:30PM (Main Ballroom)

Awards for HUD/Agency Staff of the Year, Vendor of the Year, Special NEAHMA Service Awards, NEAHMA Annual Business Meeting

Don McMillian, Corporate Comedian!



**THINKING OUTSIDE THE BOX:
Hollywood Comes to NEAHMA**

Using PowerPoint, Don imagines which actors and actresses would play the “who’s who” of our industry if Hollywood were to make a movie about NEAHMA.

TECHNICALLY FUNNY

#1 Corporate Comedian by the CBS Business Network!

CONCURRENT WORKSHOPS SESSION III (1.5 CEUs)

1:30PM—2:45PM

A Extreme Cleaning: Handling a Hoarding Dilemma (Repeated) –
“Help! What Do We Do When the Box is Too Full!?”

Presenter: Matt Paxton, *Clutter Cleaner*

This class will take audience members through an interactive journey to explore hoarding. Matt Paxton will use his unique mix of humor and industry experience to truly get into the mindset of a hoarder. You'll learn who hoards and why this dilemma is not going away. He'll cover why a hoarder behaves a certain way and why they can't just throw it all out. You'll begin to understand the emotional ties to specific items and how the hoarder places the item can help you to understand their grief. The second half of the class will focus on specific communication techniques to create a positive and compassionate interaction with the hoarding population. Matt will simulate entering a hoarder's home to reinforce hoarding knowledge, as well as communication techniques learned in the class. The class will leave the audience with the proper understanding of hoarding and how to communicate effectively to help the entire community towards a long-term cleaning solution.

B Why Won't They Listen?- “Finding the Prize In a Cracker Jack Box”

Presenter: Deborah Kohn Ala, *WinnCompanies*

Management and resident services professionals can become frustrated when residents don't seem to follow through on requests that seem straightforward to us. What is the disconnect? There could be very valid reasons that are not immediately obvious, but may pose as contributing factors related to a history of poverty, homelessness, mental illness, physical illness, little family support, or in some combination. Understanding how a person's history impacts their behavior is key, which in turn, can increase the likelihood of getting residents to meet needed objectives, make positive changes and move toward greater self-sufficiency.

C MOR Hot Topics – “You Got the Box: Now How Do You Put It Together?”

Presenter: Joseph Hughes, *MassHousing; MassHousing Staff*

MassHousing staff will discuss MOR protocols, best practices and common problems from the first few months of MORs. MassHousing will discuss topics from the MOR reviewer's perspective.

CONCURRENT WORKSHOPS SESSION IV (1.5 CEUs)

3:00PM—4:15PM

A Hot Topics in Housing Law — Legal Panel -
“Checking the Box: Addressing Criminal Behavior Regarding Applicants and Residents”

Panelists: Hon. Marylou Muirhead, *Associate Justice, Housing Court Department, Boston Housing Court Division*; John Dineen, Esq., *Law Office of Attorney John Dineen (Rhode Island)*; Lee N. Johnson, Esq., *Office of Attorney Lee N. Johnson (Connecticut)*; Debbie Piltch, Esq., *Piltch Associates, LLC/Director of Compliance, Maloney Properties, Inc.*; Doreen Bushashia, *ARM, FHC, President, Peabody Resident Services, Inc. (PRSI)*

Facilitator: Catherine F. Downing, Esq., *Law Offices of Catherine F. Downing & Associates (Massachusetts)*

Prudent management companies always ask the question: “Have you been convicted of a felony?” and when the applicant checks the box “yes”, it generally means the answer to the applicant is “no”. Just recently, the Office of General Counsel for HUD has issued new guidance with regard to the use of criminal records by affordable housing providers. It addresses the concepts that persons who have been charged with or convicted of criminal activity have encountered “significant barriers” in locating housing, and that a disproportionate number of minorities are arrested, convicted and incarcerated in the United States, creating a potential of discrimination based upon disparate impact. Managers can no longer just automatically check the box, denying the application. Managers are now faced with the possibility that they might have to admit applicants who have a criminal history or face a claim for discrimination based upon disparate impact. In addition, the admission of a former felon also creates a potential for liability if the activity continues on the development grounds.

How does the manager balance compliance with liability?

In this lively and interactive panel presentation, we will explore the issues of liability for the owner and manager, including claims for discrimination and claims for injury if criminal activity occurs on the development grounds, including a discussion of the best practices for managers to avoid liability. HUD's guidance requires that the manager take another look at the policy, practices and procedures for addressing this issue. In addition to attorneys from Connecticut, Rhode Island and Massachusetts, the panel will also include an attorney who specializes in advising management companies on fair housing issues, a resident services expert, as well as a Judge from the Massachusetts Housing Court Department, who will share a view from the bench.

B Life After Death By PowerPoint
Presenter: Don McMillan, *Technically Funny*

Don McMillan, Corporate Comedian!



THINKING OUTSIDE THE BOX:
Life After Death By PowerPoint

The comic mind is a very advanced and specialized example of creative thinking. Join the fun - Nerds rule!

TECHNICALLY FUNNY

#1 Corporate Comedian by the CBS Business Network!

By embracing technology, we can also embrace humor. Find out from the award-winning corporate comedian as to how PowerPoint can illustrate and bring into focus many aspects of our daily lives. Think outside the box today with being *Technically Funny* with funny man, Don McMillan.

NETWORKING RECEPTION 4:15 PM – 5:00 PM

DINNER RECEPTION (Main Ballroom) (Plated Dinner)
5:00 PM - 8:30 PM

Poster Calendar Winner Awards

**COQ Awards, NEAHMA Industry Awards,
NAHP/ NAHMS/ NAHMTS/ CGPM Recognition**

Honoring Tom Gleason, MassHousing, Lifetime Achievement Award

Don McMillan graduated from Stanford University with a Master's Degree in Electrical Engineering in 1982. He went to work for AT&T Bell Laboratories where he worked as part of the team that designed the world's first 32-bit Microprocessor. He then moved to the Silicon Valley (San Jose, California) where he worked at VLSI Technology as a computer chip designer. During his 6 years at VLSI he designed more than 50 integrated circuit chip designs many of which are still out there in systems today.

After winning the 16th Annual San Francisco International Stand-Up Comedy Competition in 1991, Don turned in his chips for a microphone. He went on to be \$100,000 Grand Champion on "Star Search" in 1993. **He's had numerous television appearances including "The Tonight Show" on NBC, CNN's "The Larry King Show", MTV's "Half Hour Comedy Hour", and A&E's "Evening at the Improv".** Nowadays, you can catch Don headlining comedy clubs from the "Improvisation" to "Catch-A-Rising Star" across the country. Currently, Don is starring in the award winning feature length film "Don: Plain & Tall" an independent feature about an engineer who tosses it all away to become a stand-up comic (sound familiar?). "Don: Plain & Tall" received the award for "Best Feature & Comedy" at the Breckenridge Festival of Film and the Back East Film Festival. Don has also appeared in: "Air Bud - World Pup", "Life Without Dick", "Macon County Jail", "Party Crashers", "Fanatics", and "TeenBoy". You most likely have seen Don as the star of fifteen national commercials for Budweiser Beer. He plays the Bud delivery guy who mans the "freshness hotline" and protects the world against "skunky" beer. He can also be seen in commercials for 7-11, Franco-American Ravioli, Little Caesar's Pizza, ServiStar Hardware, and United Airlines. Don has guest starred on the TV series "Star Trek: Voyager", "Babylon 5", "City Guys", and "Step by Step". **He has also been profiled in both "Entertainment Weekly" and "TV Guide".**

Don has not lost contact with his high-tech roots. **He has performed over 200 shows for major corporations around the United States including IBM, Dell, Apple, Cisco Systems, and HP.** Don's corporate show utilizes his unique background to take a lighthearted look at computers, technology, and the high-tech lifestyle. He is the only stand-up comedian working who is using PowerPoint and references "Avagadro's Number", "DRAM", and he Beta tests all his jokes.

For more information on Don, check out his website at www.technicallyfunny.com or you can contact Judi Marmel & Levity Entertainment: (310) 417-4888.



NEAHMA Fall Conference & Awards Dinner Honors

Thomas R. Gleason
Executive Director, *MassHousing*

Tom Gleason has served MassHousing with distinction for 30 years, most recently as Executive Director since 2001. He is a nationally-recognized leader among the nation's housing finance agencies (HFAs) with a proven track record of success in driving both mission and financial goals of this multi-billion dollar quasi-public agency. Since its creation, MassHousing has provided more than \$19 billion in financing. As of the end of FY 2015, it was determined that more than 62% of the Agency's lending has been done under Tom's tenure as Executive Director.

During his time as MassHousing's Chief Executive Officer, Tom oversaw the sustained growth of the organization to become one of the top housing finance agencies in the country, from nearly any aspect; including assets under management, financial growth and stability, innovation and product development.

Before being named Executive Director, Tom had served at MassHousing as Deputy Director, Single Family Director, Asset Management Director and Single Family Programs Manager. Prior to his tenure at MassHousing, Tom worked at the Department of Housing and Community Development in a series of roles including: HOP Director, Small Cities Director, Small Cities Deputy Director, Director of Federal Assistance and Grants Writer.

Honors

**Massachusetts Homebuilders Association
President's Citation - 2003**

**Greater Boston Real Estate Board (Rental Housing Association)
Excellence in Public Service – 2004**

**National Council of State Housing Agencies
Housing Impact Award – 2008**

**Retirement Housing Foundation
National Friend of the Elderly – 2010**

Lawyers Clearinghouse Leadership Award – 2015

**Massachusetts Association of Realtors
Public Service Award – 2016**

Tom Gleason holds a Bachelor of the Arts Degree from the College of the Holy Cross in Worcester, Massachusetts.

NEAHMA Fall Conference & Awards Dinner
Honors

Thomas R. Gleason

Executive Director, *MassHousing*



Lifetime Achievement Award

Special recognition of his continued support and 30-year commitment to the affordable housing industry.

Kristin McGrath Pine
NEAHMA President
October 18, 2016

neahma
NEW ENGLAND
AFFORDABLE HOUSING
MANAGEMENT ASSOCIATION

DAY TWO: WEDNESDAY, OCTOBER 19, 2016
Earn 6 CEUs for the day!

Select One Topic for the Day

Trainings: 9:00AM - 4:00PM
Registration: 8:00AM - 9:00AM
Lunch: 12:00PM - 1:00PM

A Learning To Manage HUD Hot Topics, So You Don't Get Burned

Presenters: Debbie Piltch, *Piltch Associates, LLC*; Joseph Hughes, *MassHousing*

Come join us for a fun-filled day of hot topics that will require all of us to "think outside the box". As we work together to figure out how to comply with existing requirements, and what to do as we wait for additional guidance from HUD on other items that will potentially impact our business.

We will cover a myriad of hot topics, including common findings on MORs and how to avoid them; a focus on practical approaches to complicated issues, including disparate impact and screening criteria, waiting list management, harassment, emergency transfer and compliance with VAWA. Additional topics covered: Subsidy reconciliation, conflicts between programs, rent increases and utility allowances.

Share your experiences, express your concerns, give ideas, and learn from others in the industry about how best to approach.

B Perfecting UPCS Inspections / REAC

Presenter: Scott Precourt, *U.S. Housing Consultants, LLC*

Perfecting UPCS Inspections is a full-day course on UPCS and REAC Inspections that focuses on ways to make the UPCS Inspection Protocol part of a plan to improve your property's overall performance, reduce costs, and create accountability. This course delves into understanding the best methods for understanding why certain things are deficiencies, how to recognize these areas, and then, most importantly, how to set a higher standard for your property. This training is applicable for all HUD-assisted properties, including Section 8 and HUD-insured mortgages, like 223 (f), and all Tax Credit properties. Course includes a morning session on understanding the fundamentals and background of REAC, while the afternoon session will focus on how to perform Quality Assurance level inspections yourself.

C Green & Sustainability Initiatives Training

I: Putting It All Together—The Value of a Cohesive Sustainability Plan

Presenter: Ilene Mason, *MBA, CEM® CDSM, Rethinking Power Management*

The goal of this session is to look at your green activities and understand all the ways they support your company's core mission. We'll explore coordinated objectives, enhancing internal practices, and the financial benefits of pursuing continuous improvement. This session will be a great opportunity to share your experiences and learn from your peers.

II: Green Cleaning / Green Housekeeping and How to Gain Certification

Presenter: Bill Scherer, *Clean Green Solutions*

Do you know what chemicals are "hiding" in your cleaning products at home and at work? The goal of this session is to give you a better overall understanding of what toxic chemicals are in traditional cleaning products. What are the alternatives and how to identify a green product? Learn about LEED accepted 3rd party certifications. We'll also talk about mold, bleach and brand name products. You will walk away from this session with a better sense of the cleaning product industry and be amazed by how much you did not know!

III: Energy Reduction / Management: Preventative Maintenance-How to Maximize Energy Efficiency for the Better Buildings Challenge.

Presenters: Matt Holden, *P.E., LEED AP* and Scott Pinyard, *LEED AP, Sparhawk Group*

The goal of this session is to educate facilities personnel on how Operations and Maintenance (O&M) plans can increase long-term energy efficiency. We'll look at opportunities to save energy and PM plans during large projects, as well as during on-going operations. Planning to save energy and excelling in the Better Buildings Challenge requires more than just upgrading equipment. This session will provide guidance on how to get the most out of your spending on energy efficiency.

IV: Wrap-Up - Best Practices for Green Operations / Healthy Home Principles

Presenter: Scott Ployer, *CPM®, MFE, CGPM™, NAHP-e, Peabody Properties, Inc.*

The goal of this session is to share Best Practices for day-to-day green and sustainable property & facility management operations. We will also review the 8 HUD Healthy Home Principles which as a compendium, should be followed at all types of properties, and why they are important to our O&M Plans.





FAX OR SEND COMPLETED FORM TO: NEAHMA ■ 400 Washington Street ■ Suite 201 ■ Braintree, MA 02184, FAX (781) 380-4842.

First Name: _____ Last Name: _____

Title: _____

Company: _____

Site Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email Address: _____

Badge Name (please print clearly): _____

PLEASE SELECT ONLY ONE (1) WORKSHOP PER SESSION:

Day 1 October 18: CEUs earned for attending Sessions I, II, III & IV = 6 CEUs (Please check off the workshops for 10/18/16 that you wish to attend)

Session I. A ___ B ___ C ___ Session II. A ___ B ___ C ___ Session III. A ___ B ___ C ___ Session IV. A ___ B ___

Awards Dinner 4:15PM – 7:00PM ___ (Please check off if you plan on staying for the Awards Dinner, in addition to the above workshops)

Afternoon Presentations Only and/or Awards Dinner (no morning workshops) 1:30PM – 7:00PM ___

Day 2 October 19 - CEUs earned for attending one of these 3 full-day trainings = 6 CEUs (Please check off one training on October 19th)

A. Learning To Manage HUD Hot Topics ___ B. UPCS Inspections/REAC Training ___ C. ___ Green & Sustainability Initiatives Training

Participants that attend Day 1 and Day 2 will earn a total of 12 CEUs

Meeting Registration Fees: (Registration Deadline 10/3/2016)

Discount Rate and Discount for Credit Card Payments and for 5 or more from same company*

Payment must be received by 10/3/2016 in order to remain at discounted rate.

Conference & Trade Show - Day 1 & Day 2	\$479 ___
Conference & Trade Show - Day 1 Only	\$359 ___
Afternoon Presentations Only (1:30PM – 7:00PM)	\$229 ___
Conference All-Day Training - Day 2 Only	\$349 ___

NEAHMA Member Pricing:

Conference & Trade Show - Day 1 & Day 2	\$649 ___
Conference & Trade Show - Day 1 Only	\$409 ___
Afternoon Presentations Only (1:30PM – 7:00PM)	\$229 ___
Conference All-Day Training - Day 2 Only	\$369 ___

Non-Member Pricing:

Conference & Trade Show - Day 1 & Day 2	\$869 ___
Conference & Trade Show - Day 1 Only	\$509 ___
Afternoon Presentations Only (1:30PM – 7:00PM)	\$239 ___
Conference All-Day Training - Day 2 Only	\$409 ___

Awards Dinner Only Registration on Day One:

Honoring Thomas R. Gleason of MassHousing \$100 ___

**Conference registrations for 5 or more from the same company must be registered together as a group to receive discounted registration and pricing. Please contact the NEAHMA office directly, should you have questions or require any assistance.*

Payment must be received by 10/3/2016 in order to remain at the discounted rate.

Awards Dinner / Corporate Table Sponsorship: \$1,000 (seats 12) ___

Overnight Room Accommodations

Rooms are available on an individual basis. Please contact the hotel directly to make your own reservations by calling:

Boston Quincy Marriott
\$199 per night, (617) 472-1000
1000 Marriott Drive, Quincy, MA 02169

Hyatt Place Boston/Braintree
\$179 per night, (781) 848-0600
50 Forbes Road, Braintree, MA 02184

Lombardo's, 6 Billings Street, Randolph, MA 02368

- **From Boston:** Take Southeast Expressway/I-93 South, at Braintree split, stay on I-93 South (128 North) to Exit 5A*
- **From Cape Cod:** Take Route 3 North, to Route I-93 South (128 North), to exit 5A*
- **From Rhode Island:** Take I-95 North or Route 24 North, to I-93 North (128 South), to Exit 5A*

**Take a right at the first set of lights onto Scanlon Drive. Lombardo's will be on the right, next door to the Comfort Suites.*

Parking: Lombardo's offers free, ample parking, which easily accommodates enough cars for any function.

For detailed directions from your location, visit [Google Maps](#) or refer to GPS.

neahma
NEW ENGLAND
AFFORDABLE HOUSING
MANAGEMENT ASSOCIATION
400 Washington Street
Suite 201
Braintree, MA 02184

Tuesday, October 18, 2016
NEAHMA ANNUAL CONFERENCE & TRADE SHOW

Wednesday, October 19, 2016

- **Learning to Manage HUD Hot Topics, So You Don't Get Burned**
- **Perfecting UPCS Inspections/REAC Training**
- **Green & Sustainability Initiatives Training**