

Carolinas Council of Housing Redevelopment and Codes Officials

Winter Workshop “STABILITY & SOLUTIONS” JANUARY 29 – JANUARY 31, 2012



**Sheraton Greensboro at Four Seasons
3121 High Point Road
Greensboro, NC 27407**

STABILITY & SOLUTIONS

Carolinas Council of Housing Redevelopment & Codes Officials
January 29 – January 31, 2012
2012 Winter Workshop

Program

Our goal is to provide Housing Authorities with innovative and relevant training to assist in meeting your ongoing needs. Training sessions are designed to bring together a diverse community of linestaff and management. These training sessions will be presented by highly qualified and creative facilitators. We hope that you will walk away with business insight and strategies.

	Postmarked prior to		
	January 13, 2012	January 14, 2012	On-Site
Agency	\$170.00	\$175.00	\$185.00
Non-Member	\$185.00	\$200.00	\$210.00
Spouse/Guest	\$ 80.00	\$ 85.00	\$ 85.00

PLEASE MAKE CHECKS PAYABLE TO CCHRCO

SUBMIT REGISTRATION FORMS AND CHECKS TO: Angela J. Graham
Concord Housing Department
P. O. Box 308
Concord, NC 28026-0308

Refund Policy: All requests for refunds must be in writing. Full refunds will be made on written requests postmarked by January 13, 2012. After January 14, 2012, a \$15.00 processing fee will be deducted from any approved refund. No refunds will be processed after January 23, 2012, without CCHRCO Board Approval. Requests for refunds after January 24, 2012 will not be considered.

Amount enclosed: \$ _____



Stability & Solutions

Carolinas Council of Housing Redevelopment & Codes Officials

Winter Workshop

January 29-January 31, 2012

Sunday, January 29, 2012

1:00 p.m. - 5:30 p.m.	Registration Desk Open
2:00 p.m. - 4:00 p.m.	Board Meeting
6:00 p.m. - 8:00 p.m.	Board Dinner

Monday, January 30, 2012

8:00 a.m. - 11:00 a.m.	Registration Desk Open
7:30 a.m. - 8:30 a.m.	Continental Breakfast
8:30 a.m. - 10:00 a.m.	Training Sessions
10:00 a.m. - 10:15 a.m.	Break
10:15 a.m. - 11:30 a.m.	Training Sessions
11:45 a.m. - 1:15 p.m.	General Session Luncheon
1:30 p.m. - 3:00 p.m.	Training Sessions
3:00 p.m. - 3:15 p.m.	Break
3:15 p.m. - 5:00 p.m.	Training Sessions

Dinner on Your Own

Tuesday, January 31, 2012

7:30 a.m. - 8:30 a.m.	Continental Breakfast
8:30 a.m. - 10:00 a.m.	Training Sessions
10:00 a.m. - 10:15 a.m.	Break
10:15 a.m. - 12:00 p.m.	Workshop Conclude

If you have questions regarding the Winter Workshop, please contact Angela Graham at grahamaj@concordnc.gov



Carolinas Council of Housing Redevelopment and Codes Officials

Winter Workshop Registration Form

January 29, 2012- January 31, 2012

Please print clearly and use one registration form per person attending (copy as needed).

Name _____ Title _____
 Organization _____
 Address _____
 City, State, ZIP _____
 Telephone _____ FAX _____
 Email _____

Please select sessions you would like to attend.

Full Sessions (January 30 - 31)	
<input type="checkbox"/>	Essential Rent & Occupancy Issues <i>Annie Stevenson, Nan McKay & Associates</i>
<input type="checkbox"/>	NC Lead-Based Paint Renovation, Repair and Painting Regulation <i>Jeff Dellinger, NC Department of Health and Human Services</i> <i>Gene Rahuba, U.S. Department of Housing & Urban Development</i>

One Day Sessions (January 30)	
<input type="checkbox"/>	Section 3 Compliance and Employment Opportunities Reasonable Accommodation and Section 504 Compliance <i>David Youngblood, Offices of Fair Housing and Equal Opportunity, U.S. Department of Housing & Urban Development</i>
<input type="checkbox"/>	"From Lemons to Lemonade" – Conflict with Residents Creating a Win/Win Situation <i>Rachel Williams, Commissioner, Housing Authority of Wake County</i>

Half Day Sessions (January 31)	
<input type="checkbox"/>	Customer Service – "More Than Just Being Nice" <i>Burnetta Smith, Executive Director, Housing Authority of Wake County</i>
<input type="checkbox"/>	DISASTER! Are You Prepared? <i>John Austin, Esq. – Commissioner, Housing Authority of Wake County</i>

Stability & Solutions – Winter Workshop Overview

Carolinas Council of Housing Redevelopment & Codes Officials

January 29 – January 31, 2012

<p style="text-align: center;">Full Training Session Monday, January 30, 2012 8:30 AM to 5:00 PM Tuesday, January 31, 2012 8:30 AM to 12:00 Noon</p>	<p>Essential Rent & Occupancy Issues <i>Annie Stevenson, Nan McKay and Associates</i></p> <p>Rent and Occupancy issues for Public Housing and HCV, which includes Annual income inclusions and exclusions, earned income disallowance, asset calculation, including voucher program issues with portability and moves.</p>	<p>Reasonable Accommodation, Sections 503 and 504 Compliance <i>David Youngblood, Offices of Fair Housing and Equal Opportunity, U.S. Department of Housing & Urban Development</i></p> <p>This workshop will address numerous issues surrounding Public Housing Authorities' requirement to provide reasonable accommodations to qualified disabled individuals. Topics include service animals and emotional support animals, requesting a reasonable accommodation, proper medical documentation; appropriate wait list priorities, applicants with disabilities, responsibilities in the HCV program and much more.</p> <p>The purpose of the Section 3 program is to help build strong, stable and sustainable communities. This workshop will clarify the requirements of Section 3 and also articulate specific examples of actions that will ensure compliance and get results. All Public Housing Authorities will benefit from this workshop.</p>	<p style="text-align: center;">One-Day Sessions Monday, January 30, 2012 8:30 AM to 5:00 PM</p>
	<p>NC Lead-Based Paint Renovation, Repair and Painting Regulation <i>Jeff Dellinger NC Department of Health and Human Services</i></p> <p><i>Gene Rahuba, U.S. Department of Housing & Urban Development</i></p>	<p>From Lemons to Lemonade – Conflict with Residents Creating Win/Win Situations <i>Rachel Williams</i></p> <p>Conflicts arise every day, especially in the lives of our residents. Most of us avoid conflicts because of our inability to effectively communicate our needs, wants, fears, hopes and concerns. We cannot expect people to make informed decisions without all of the information. Reducing your risks are the first steps of reducing conflicts. This high energy interactive session will empower participants to seek the win/win situation at all cost. Learn how seeking solutions can drive you to consider alternatives and all options before hand.</p>	

<p style="text-align: center;">Half-Day Sessions Tuesday, January 31, 2012 8:30 AM to 12:00 Noon</p>	<p>DISASTER! Are You Prepared? <i>John Austin, Esq. – Commissioner, Housing Authority of Wake County</i> Preparing BEFORE a disaster is a must for every agency. This workshop will teach how to prepare your agency and your residents. The Essentials for having your agency prepared and how to educate and prepare your residents</p>
	<p>Customer Service - "More Than Just Being Nice" <i>Burnetta Smith, Executive Director, Housing Authority of Wake County</i> How to gain customer satisfaction with communication skills, dealing with the irate customer and internal and external customers.</p>

Carolinas Council of Housing Redevelopment and Code Officials

Hotel Information and Registration
Sheraton Greensboro at Four Seasons
3121 High Point Road
Greensboro, NC 27407
(336)-292-9161

Lodging – Room Rate: \$132.00 for single/double occupancy. Reservations should be made by calling 1-800-242-6556.

When calling, refer to **“Carolinas Council of Housing Redevelopment and Code Officials Inc” Block** to reserve the room. The hotel cut-off date is December 29, 2011, for the group rate. Reservations made after the cut-off date are subject to space availability and a rate increase. **PLEASE DO NOT OVERBOOK ROOMS. USE THE ROOM SWAP FEATURE ON THE CCHRCO WEBSITE.**

For special accommodations, please contact the hotel directly at (336-292-9161). They are eager to assist you any way they can.