2019 AZ NAHRO CONFERENCE MATRIX Thursday, August 8 and Friday, August 9, 2019 / Embassy Suites Phoenix/Scottsdale Thursday 8:15-8:45am Registration - Fover and Breakfast - Tatum's Restaurant Conference Welcome with AZNAHRO President Liz Morales, PSWRC President Rob Fredricks, Sunny 9:00-10:15am Shaw & Patricia Wells - Ballroom A&B 10:15-10:30am Break- Beverages only 10:30-11:45am General Session with Jennifer Ward - Ballroom A & B Welcome by Mayor Gallegos- Business Lunch and Awards Ceremony - Ballroom A & B 12:00-1:45pm Palo Verde I Ballroom C WildFire Room Raven Room Palo Verde II Canyon Room Waste, Fraud, and Abuse in Finance Hot Topics in Public **Customer Service for** 2:00-3:15pm **HUD Programs (Joshua** Census 2020 (Vianey The Cure for Stupidity w/ Downtown Revitalization (Jeff Housing Accounting & Maintenance with Rolanda author Eric Bailey- Session Stockman) Celestino) Robbins) Reporting (Jason Casterline) Cephas 3:15-3:30pm Break Evictions: What we Know Finance Hot Topics in Public (Nicky Stevens & Joanna Housing and Health: Having a The Cure for Stupidity w/ Homelessness Partnership 3:30-4:45pm Housing Accounting & Reporting Basic HVAC: Fundamentals & positive impact (Sylvia Urrutia) author Eric Bailey- Session II (Jason Casterline) Troubleshooting (Roy Aguilar) Sagar) (Deanna Grogan) 5:00-8:00pm Reception - Ballroom A & B Friday 8:00-9:00am Registration - Foyer and Breakfast - Tatum's Restaurant General Session Ballroom A & B 9:00-9:15am Ballroom C WildFire Room Palo Verde I Palo Verde II Canvon Room Raven Room CDBG- The Good, Bad & Ugly Finance Hot Topics in Public 9:15-10:30 am Landlord Recruitment (Sharon Washington Update (Sunny (Constance Bachman & Jessica) Housing Accounting & Electrical Fundamentals Pt. 1 FSS Best Practices & Updates Pt. 1 Shore) with Anice Schervish Chenault Shaw) Gonzalez) Reporting (Jason Casterline) with HD Supply (Ray Ortega) 10:30-11:00 am Break- Beverages only Growing Future Leaders at Rehab 101- AN Overview of Finance Hot Topics in Public Electrical Fundamentals Pt.2 Affordable Housing with 11:00 - 12:15 pm Newtown Community Dev. **Best Practices** Housing Accounting & FSS Best Practices & Updates Pt. 2 Your Agency (Gary with HD Supply (Ray (Stephanie Brewer) (Sunny Shaw) Reporting (Jason Casterline) with Anice Schervish Chenault Ray) Ortega) 12:15-1:15 pm Lunch and FSS Raffle Finance Hot Topics in Public Emotional Intelligence (Bob Maximizing Deliverables (Gary Mold or Mildew With HD Round Table- Housing (Levon Housing Accounting & Reporting 1:15-2:30pm FSS Best Practices & Updates Pt. 3 Supply (Ray Ortega) Caldwell) (Jason Casterline) Lamy) with Anice Schervish Chenault Ray) 2:30-2:45pm Break **Community Development** Finance Hot Topics in Public Harness the Potential of Social 2:45-4:00pm Quality Control & Income Emotional Intelligence (Bob Round Table (Dennis Housing Accounting & Reporting FSS Best Practices & Updates Pt. 4 Media & Control your on-line Verification Tools Caldwell) Quadel with Anice Schervish Chenault Newburn) (Jason Casterline) (Anna DiSabato) Presence