



Session Descriptions

Day 1 - Wednesday, September 3, 2025

Compliance / Maintenance / Resident Services

Fair Housing Hot Topics

Join us for this 3-hour session on Fair Housing trends, legal updates, and best practices. This session aims to help you mitigate risk and ensure compliance. We will cover federal and state Fair Housing laws, recent HUD guidance, and real-world violation examples. This session is beneficial for both new and experienced professionals seeking to confidently navigate Fair Housing.

Day 2 - Thursday, September 4, 2025

Compliance Track:

HOTMA Hot Topics (Sessions 1 & 2)

These sessions will be segmented into focused discussions of how HOTMA impacted three key areas of rental calculations – Income, Assets, and Expenses. Jenny will identify the major changes in each category to be aware of, what discretionary options exist for owners to consider for calculations methodologies, and what elements of the regulatory changes are prompting clarification request or questions from the industry about interpretation. Again, content in this session will be updated, if and when any additional published HUD guidance or FAQs are released in advance of the conference.

EIV Fundamentals – Master Reports / Existing Tenant Search (Session 3 & 4)

Does EIV have you stumped? In this introductory EIV course, participants will be provided with a concise overview of monthly and quarterly reports stored in the EIV Master File as well as the Existing Tenant Search. Learn when to print them, what they are telling us and where to store them. Example screenshots make this a superb class for visual learners! This fundamental class will give managers a clear summary of steps to ensure their tenant files and EIV Master File are organized and ready for assessment during an upcoming Management and Occupancy Review.

Maintenance Track:

HUD REAC / NSPIRE Training (Sessions 1 – 4)

Class Description: This all-day training includes a condensed overview of the NSPIRE inspection process, detailed scoring explanation, appeals, submitting defect mitigation on SalesForce, high-scoring deficiency discussion, and how to prepare for an NSPIRE inspection. Time will be spent reviewing electrical, mechanical and fire safety deficiencies.

Residents Services Track:

Hidden Epidemic: Alcohol & Substance Abuse Among Older Adults (Session 1)

Substance abuse, particularly of alcohol and prescription drugs, among adults 60 and older is one of the largest growing health problems facing the country. Alcohol and prescription drug misuse affects up to 17 percent of older adults. Yet, even as the number of older adults suffering from these disorders' climbs, the situation remains underestimated, under identified, underdiagnosed and undertreated. Because of insufficient knowledge, limited research data, and hurried office visits, health care providers often overlook substance abuse and misuse among older adults. Diagnosis may be difficult because symptoms of substance abuse in older individuals sometimes mimic symptoms of other medical and behavioral disorders common among this population, such as diabetes, dementia, and depression. By the end of this session, you will be able to develop a basic understanding of substance abuse disorders in older adults; understand the importance of addressing substance abuse disorders in older adults; explore effective treatment strategies; and identify resources.

Can't We All Get Along? Dealing with Difficult People & Difficult Situations (Session 2)

Conflicts are natural in all walks of daily life, both at workplace and home. This session will introduce the common characteristics and traits associated with difficult people. While such characteristics and traits may be generalizations, you may find these characteristics and traits in a few of the people in your workplace, amongst your friends, or even a loved one. Dealing with difficult people and situations requires both tact and strength. You really can't manage someone who's being difficult, until you see the world through his or her eyes. What seems to be helpful is to establish the personality type that seems to fit the person you are dealing with and from this you'll be able to handle the situation better. Remember that there are no difficult people, only different ones. You will leave this session with an enhanced understanding of common characteristics and traits of people who exhibit difficult behaviors; gain self-awareness regarding triggers; learn how to diffuse and de-escalate difficult situations; and identify practical conflict resolution tools.

Seniors Bullying Seniors; Out of the Playground & Into Older-Adult Living Communities (Session 3)

When we hear the word bully, we immediately think of children and adolescents, but it is a serious problem in the older adult population. It is estimated that 10-20% of older-adults experience some type of senior-to-senior aggression, usually verbal abuse. The actual number of older adults targeted are tough to pinpoint, because these acts often go unreported. This session is designed to increase and/or enhance your knowledge regarding the phenomenon of older-adult bullying, and outline ways to create a safe environment for addressing the targeted individual as well as the perpetrator. At the conclusion of this session, you will be able to identify five common types of adult bullies; describe the characteristics of bullying behaviors; understand the psycho-social impacts of bullying; and identify strategies for dealing with adult bullies.

De-Escalating Challenging Behavior Associated with Untreated Mental Health Disorders (Session 4)

This conference session will provide basic information regarding mental health conditions and the behaviors associated with untreated mental health conditions and provide strategies for addressing such behaviors in public and affordable living communities. You will leave this session with an enhanced knowledge of mental health conditions; increased awareness of treatment and medication options; and identify tips and resources for responding to challenging behaviors.