

CONFERENCE AGENDA

Tuesday, July 28, 2026

17TH Annual AZ Conference & Expo
 July 28 – 29, 2026
 Desert Willow Conference Center

7:30 am – 8:20 am	Registration & Continental Breakfast	Foyer
8:20 am – 8:55 am	Invocation & Welcome	Cottonwood
8:30 am – 3:45 pm	Expo	Foyer
9:00 am – 10:15 am	Session I	
	Compliance: Federal Update Resident Services: Service Coordinator Role in Preventing Bed Bug Infestation in Public Housing Maintenance: NSPIRE / REAC	Cottonwood Brittlebush Ocotillo
10:15 am – 10:25 am	Morning Break	
10:30am – 11:45 am	Session II	
	Compliance: Special Claims Resident Services: Developing & Delivering Effective Resident Service Programs – Best Practices Maintenance: NSPIRE / REAC	Cottonwood Brittlebush Ocotillo
11:45 am – 12:45 pm	Lunch: Industry Awards	Cottonwood
1:00 pm – 2:15 pm	Session III	
	Compliance: Fair Housing Resident Services: Building the Five T's of Resident Engagement: Trust, Time, Transparency, Translation, & Technology Maintenance: NSPIRE / REAC	Cottonwood Brittlebush Ocotillo
2:15 pm – 2:25 pm	Afternoon Break	Cottonwood
2:30 pm – 3:45 pm	Session IV	
	Compliance: Legal Update Resident Services: Compassion Fatigue: Work Life Balance to Avoid Burn Out Maintenance: NSPIRE / REAC	Cottonwood Brittlebush Ocotillo
3:45 pm – 3:55 pm	Break	
4:00 pm – 5:00 pm	Session V	
	Compliance: Blended Program Round Table *NO RESIDENT SERVICES OR MAINTENANCE CLASSES*	Cottonwood

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8:30 am – 3:45 pm	Expo	Foyer
9:00 am – 10:15 am	Session VI	
	<p>Compliance: EIV 101: What to Print, When to File, and How to Stay Ahead</p> <p>Resident Services: Effective Communication Strategies with Individuals with Dementia</p> <p>Maintenance: Assessing & Repairing Drywall & Stucco Damage</p>	<p>Cottonwood</p> <p>Brittlebush</p> <p>Ocotillo</p>
10:15 am – 10:25 am	Morning Break	
10:30 am – 11:45 am	Session VII	
	<p>Compliance: MOR Ready: Sharpen Your Leasing & Occupancy Compliance Before the Review</p> <p>Resident Services: Hospice & Supportive Care</p> <p>Maintenance: Customer Service for the Maintenance Professional</p>	<p>Cottonwood</p> <p>Brittlebush</p> <p>Ocotillo</p>
11:00 am – 12:45 pm	Lunch	Cottonwood
1:00 pm – 2:15 pm	Session VIII	
	<p>Compliance: VAWA Compliance Made Clear: Protect Residents & Perfect Your Policies</p> <p>Resident Services: The Rise of Fentanyl</p> <p>Maintenance: Ready Action Plan</p>	<p>Cottonwood</p> <p>Brittlebush</p> <p>Ocotillo</p>
2:15 pm – 2:25 pm	Afternoon Break	
2:30 pm – 3:45 pm	Maintenance Madness	Cottonwood
3:45 pm – 4:15 pm	Closing – Raffle Drawing	Cottonwood