



**Dates and times:**

Please see the following pages for all session details.

**To register:**

Please see the link on this page. Note that you must create a user account as part of the online registration process.

**Questions?**

Contact Karen at LeadingAge RI, 401-490-7612, [kdonovan@leadingageri.org](mailto:kdonovan@leadingageri.org) or Cathy Bonggermino at LeadingAge New York, 518-867-8383, [cbonggermino@leadingageny.org](mailto:cbonggermino@leadingageny.org)

**Who Should Attend? Why Attend?**

This 5-part webinar series is ideal for all affordable senior housing professionals, including Property and Facility Managers, Housing Management Leaders and Service Coordinators. Hear talks about the industry as impacted by the COVID-19 pandemic by nationally renowned speakers and property management experts. Get up to speed on best practices and the latest changes in regulatory and compliance requirements. Gain information and ideas you can put into practice immediately.

***This series is approved as a Housing and Urban Development (HUD) and Division of Housing and Community Renewal (DHCR) allowable expense.***

**Cost to Attend**

**\$299** LeadingAge RI member/non-member

Fee includes access to all webinars and online materials in the series. We accept Visa, MasterCard, American Express, and Discover. Check payments can be accommodated; however, registration will not be complete until payment is received. **Full payment must be received before the start of the program to ensure your access to the webinars and materials.** There are no cancellations permitted for this webinar series. Those who are registered and do not attend will not receive refunds.

**Register today at:** <https://www.leadingageny.org/leading-u/2022-conferences/housing-professionals/>

**Facility Managers – Can't attend the full series?** Don't miss the Deep Dive for Facility Managers One-Day webinar on Thursday, March 17:

**\$69** LeadingAge RI member/non-member

Fee includes access to webinar and online materials for the single day. Go to the registration link and select the March 17 only option.

**What You Need to Attend**

You will need a desktop or laptop computer with high-speed internet access, speakers (microphone optional) and the latest version of Zoom installed. We recommend using Google Chrome for your internet browser. Connection information will be sent to the email address used for registration and will come from Zoom at no-reply@zoom.us. If there are materials relating to a specific session, they will be emailed to you prior to each program.

**Certificate of Attendance**

Certificates of attendance will be provided via email.

**FULL CONFERENCE SCHEDULE***All times are given in Eastern Standard Time (EST)***Tuesday, March 8**

10 - 11 am

**The Role of Gratitude in Personal Strength**

For those of us who work in elder care, the last two years have been among the most stressful and exhausting of our careers. We have “dug deep” to find the strength we needed and even then, we often felt pushed past our limits. In this session we will discuss ways to find and grow our strength. We will discuss gratitude and the role it plays in building strength. Participants will walk away with both energy and new ideas they can implement in their own lives.

*Carol Silver Elliot, Former Chair, LeadingAge; President and CEO, Jewish Home Family, Rockleigh, NJ*

1 - 2 pm

**Got Ethics? Creating and Maintaining Personal and Professional Boundaries**

This presentation defines ethical standards and identifies principles to assist and guide our decision-making and conduct when ethical issues and dilemmas arise in our everyday work environment. The presenter will define ethics and identify characteristics of healthy and unhealthy boundaries. A discussion of the warning signs that lead to boundary violations as well as the importance of maintaining healthy boundaries. The Service Coordination and Property Management Code of Ethics will be reviewed.

*Ruben Rivera-Jackman, Rivera & Associates Consulting, Clinton, WA*

2:30 – 3:30 pm

**Embracing Cultural Diversity in Affordable Public Housing Communities**

America’s aging population continues to increase in numbers and cultural diversity. With this influx, housing providers must learn to embrace and accept the differences associated with this population of seniors. This session will increase participants’ awareness of cultural sensitivity and diversity terminology. It will examine attitudes, perceptions, and feelings regarding cultural diversity and how it affects our relationships with others. Finally, it will review community rules as it relates to resident conduct.

*Ruben Rivera-Jackman, Rivera & Associates Consulting, Clinton, WA*

**Thursday, March 10**

10 - 11 am

**U.S. Housing and Urban Development Policy Update**

Hear a Federal Region 2 HUD official provide a briefing on policy and procedural updates and changes including those policies that HUD has implemented due to the COVID-19 pandemic.

*Dean J. Santa, Asset Management Division Director, Multifamily Asset Management – Federal Region 2, U.S. Department of Housing and Urban Development, New York, NY*

1 – 2 pm

**Who Are the People in Your Neighborhood? Navigating the Culture of Senior Living**

Heightened anxiety, depression, and loneliness over the past two years of the pandemic have resulted in an increase in dissatisfaction and social unrest. This session provides strategies for anticipating the circumstances and events that may trigger negative interactions in a diverse community of residents, offering new thinking on how to achieve an environment of healing compassion and calmness.

*Barbara Speedling, Quality of Life Specialist, Innovations for Quality Living, Bayside, NY*

2:45 – 4:15 pm

**Conquering Fair Housing Compliance for Seniors**

Whether it concerns reasonable accommodations, assistance animals, or accessibility modifications, fair housing is part of everyday compliance at HUD assisted housing for seniors. Join our speaker in an engaging discussion of some of the new requirements, such as for criminal background criteria at admissions and new exceptions to evictions. She will also review Fair Housing essentials, providing real world examples and exercises, especially the most commonly requested reasonable accommodations and how to properly address them. Learn all about how to stay in compliance with the Fair Housing Act every day.

*Amanda Lee Gross, Vice President of Training and Compliance Policy, U.S. Housing Consultants, Chichester, NH*

**FULL CONFERENCE SCHEDULE cont.****Tuesday, March 15**

10 - 11 am

**The Resident Assessment: An Essential Component of a Service Coordinator's Toolbox**

A through needs assessment implemented in conjunction with a client-centered approach enables the Service Coordinator to develop an in-depth understanding of the resident's challenges and strengths. Assisting residents in determining their needs, conditions and/or abilities is key in providing assistance; making referrals for appropriate supports, services, or skills training; and using the information to develop appropriate educational and preventative health programs at the property. In this session, learn tips and techniques for engaging residents in the annual assessment or reassessment process and identify efficient and effect ways to manage the process.  
*Kelly Green, Service Coordinator Program Director for KMG Prestige, Mount Pleasant, MI*

10 am – 12 noon

**Creative and Innovative Ways to Engage Seniors**

A Service Coordinator's role is to assist residents to age in place by linking them with resources and programs that will help them with the ADLs or iADLs. The COVID-19 crisis has brought to the forefront of senior living the importance of staying connected and the consequences of isolation. How can Service Coordinators help combat this in these extreme circumstances? Service Coordinators must think outside the box, step out of their comfort zone, and put creative tactics and programs to work. This session will show you how.

*Alisa Erdman, BA, PSC, Service Coordinator Team Leader at Diocese of Camden, Philadelphia, PA*

2 – 3:30 pm

**Working with Gig Income for HUD and LIHTC Compliance**

This session will explain how to calculate gig income and how to treat peer-to-peer payment apps. New advancements in technology have changed how we live our lives, how we earn money, how we bank, and now how housing professionals determine rent and eligibility. This is a don't miss session to learn how to keep up with the changes new technology brings.

*Amanda Lee Gross, Vice President of Training and Compliance Policy, U.S. Housing Consultants, Chichester, NH*

**Thursday, March 17**

**Facility managers who wish to attend this program as a single day event should select the March 17 Only option on the registration form.**

9 – 10:30 am

**New REAC Rules – An Update on REAC Inspections in 2022**

As a new team settles in at HUD, affordable housing operators wait to see if the continued shift from REAC toward the new NSPIRE protocols continue apace, and in the meantime, what becomes of REAC post-pandemic? Get up-to-the minute briefing on these and related HUD physical compliance issues.

*Scott Precourt, President/CEO, U.S. Housing Consultants, Chichester, NH*

11 am – 12 noon

**Fair Housing for Maintenance Professionals**

Few things can be as time consuming, exasperating, and as expensive as defending a Fair Housing complaint. This session will give a general overview of Fair Housing legislation history and will identify the seven federally protected classes. Maintenance staff will learn how to avoid Fair Housing inconsistencies that are often unintentionally encountered when dealing with residents, and how an "innocent comment" can turn into a discrimination complaint. We will also discuss how to be "reasonable" with reasonable accommodation requests while following your policies and procedures to maintain consistency. Practical communication guidelines and other day-to-day issues that can lead to Fair Housing complaints will be covered.

*Heather Wezensky, CPO™, FHC™, SHCM™, AHM (she / her / hers), Senior Vice President, Seldin Company | STAR Compliance Consulting, Omaha, NE*

1:30 – 2:30 pm

**Hoarding and Section 504 Reasonable Accommodations**

Federal, state, and local Fair Housing laws have not changed over the past few years; however, the challenges we face staying in compliance has changed. This is especially the case when it comes to processing with reasonable accommodations and Section 504 requests for residents with Hoarding Disorder. Join us as we discuss how we effectively address such requests, given that some of the tools we would standardly use

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**FULL CONFERENCE SCHEDULE cont.**

may not be available to us. We will discuss how we have had to significantly change our business operations in order to maintain the health and safety of staff and residents and comply with required and recommended practices. Lastly, you'll get tips and tricks to help you successfully communicate with your residents while maintain compliance with the regulations.

*Heather Wezensky, CPO™, FHC™, SHCM™, AHM (she / her / hers), Senior Vice President, Seldin Company | STAR Compliance Consulting, Omaha, NE*

3 – 4 pm

**How to Handle Difficult Conversations: Introducing the Behavioral Adjustment Techniques (BAT) Communication Strategies**

Because of the very nature of working within a housing community, some interactions between individuals can be very difficult to deal with. Engaging in these situations, already primed for a confrontation, can only serve to heighten the tensions, and make the situation worse.

This workshop will introduce participants to the BAT program of communication skills. Maintaining a confident, positive demeanor is essential to having difficult conversations and focusing on a healthy outcome.

*Francis Battisti, MSW, Ph.D. Battisti Management Affiliates, Binghamton, NY*

**Tuesday, March 22**

9:30 – 10:30 am

**EIV Basics, Reports, and Discrepancies**

The Enterprise Income Verification System (EIV) helps ensure that the “right benefits go to the right households.” We will offer a best-practice approach for allthings EIV, including reviewing reports and resolving income discrepancies. Learn how to avoid penalties for non-compliance and to avoid findings on your next Management and Occupancy Review (MOR).

*Heather Wezensky, CPO™, FHC™, SHCM™, AHM (she / her / hers), Senior Vice President, Seldin Company | STAR Compliance Consulting, Omaha, NE*

11 am – 12 noon

**Preparing for a Management and Occupancy Review**

Contract Administrators are back out doing Management and Occupancy Reviews (MORs) after doing them remotely... are you ready? Join us to discover what it takes to obtain a top-rated MOR! In this hands-on training we will discuss what Contract Administrators will be looking for during the MOR; in

addition, how to prepare yourself and your resident files, policies, procedures, and management practices for compliance with HUD's rules and regulations.

*Heather Wezensky, CPO™, FHC™, SHCM™, AHM (she / her / hers), Senior Vice President, Seldin Company | STAR Compliance Consulting, Omaha, NE*

1:30 - 2:30 pm

**Managing Life's Transitions: Adapting to Change as People Age**

How our residents approach changes can determine how big the impact is on their lives. By understanding the common age-related changes older people are facing, we can help them better position themselves to adapt and adjust to these social, physical, and spiritual challenges and ensure a higher quality of life. Our presenter will identify the common changes that occur as people age as well as how to recognize the difference between “change” and “transitions.” He will discuss the importance of acknowledging the uniqueness of every older individual based on their culture, race, gender, and sexual orientation as well as of learning communication skills that will empower staff to work through the emotions that surface as older people experience difficult life transitions.

*Patrick Arbore, Ed.D., Director and Founder, Elderly Suicide Prevention & Grief Related Services, Institute on Aging, San Francisco, CA*

**SPEAKERS**



**Patrick Arbore, Ed.D.,  
Director and Founder, Elderly  
Suicide Prevention & Grief  
Related Services, Institute on  
Aging, San Francisco, CA**

Dr. Patrick Arbore, a nationally recognized expert in the field of elderly suicide prevention and grief services, has devoted his life to increasing awareness of isolation, loneliness, and depression in older adults. Dr. Arbore's presentations promote better-informed and healthier communities whose members have increased understanding of the issues of aging, inner loneliness, sorrow, stress, and anxiety, and reach out to listen, make connections, and support each other as we adjust to the experiences of older age.

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**SPEAKERS cont.**



**Francis Battisti, Principal, Battisti Management Affiliates, Binghamton, NY**

Francis Battisti's national reputation in the field of healthy aging, health enhancement, executive health coaching and conflict disposition is

manifest in his work with major organizations, congressional and other governmental committees, and numerous corporations. Dr. Battisti offers participants a panoramic pathway to live with passion and spontaneity, as well as to trust their intuition. Dr. Battisti was Executive Vice President at Broome Community College for three decades and Chief Academic Officer at SUNY Broome for over seven years, as well as Professor of Psychology & Human Services for 21 years. He appears regularly on television and radio programs and has authored a variety of articles addressing the areas of conflict, wellness, and human potential. He has been a long-term care consultant for over twenty years.



**Alisa Erdman, BA, PSC (She/Her), Service Coordinator Team Leader at Diocese of Camden, Philadelphia, PA**

Ms. Erdman earned her Professional Service Coordinator designation

from Ohio State University. She is skilled in Organization, Social Services, Social Work, Interpersonal Communication and Creativity. She is a strong support professional with a bachelor's degree from Thomas Edison State University in Psychology. Ms. Erdman is currently working as Service Coordinator Team Leader for the Diocese of Camden in Philadelphia. She serves as Vice President for the American Association of Service Coordinators, Pennsylvania Chapter and is an Advisory Council Member of the Cape May County Department of Aging.



**Kelly Green, Service Coordinator Program Director for KMG Prestige, Mount Pleasant, MI**

Kelly D. Green has been the Service Coordinator Program Director for

KMG Prestige since 2004. Ms. Green is a veteran trainer for the American Association of Service Coordinators, NYSARSC, and the Michigan Association of Service Coordinators at conferences and in webinars. She is a successful grant writer and mentor for service

coordinator programs across the country. She is familiar with Grant-Solutions, and the LOCCS system having managed all administrative responsibilities for over thirty grant-funded sites. Ms. Green has 35 years of social work experience and has also managed her own single-family properties since 1994. She understands the difficulties property owners and management companies face when dealing with challenging residents. Ms. Green is highly committed to the preservation and promotion of Service Coordination as a profession.



**Amanda Lee Gross, Vice President Training and Compliance Policy, U.S. Housing Consultants, Chichester, NH**

Amanda Lee Gross brings vast experience in affordable housing to

training and compliance services. She learned the affordable housing industry from the ground-up, starting as a site manager and quickly working her way to a Compliance Director. Ms. Gross has leveraged that experience and became a nationally recognized expert trainer in Fair Housing, LIHTC, RD, HUD, and HOME. She has conducted hundreds of training workshops and seminars throughout the country, helping property management professionals become more effective and better able to protect the assets and reputations of companies. Amanda is a thought leader in the affordable housing industry, speaking at several industry conferences each year, and working closely with a number of state agencies.



**Scott Precourt, President/CEO, U.S. Housing Consultants, Chichester, NH**

Scott Precourt has worked in affordable housing since 1996. He started as a manager of public

housing, tax credit and a variety of multifamily HUD programs and later became a director monitoring a portfolio of 600+ units of multi-funded housing with a large staff. Mr. Precourt left management in 2003 to join software firm Bostonpost as a staff consultant and trainer. He founded U.S. Housing Consultants in 2005. He was certified as a UPCS Inspector in 1999 and has performed over 5,000 UPCS Inspections throughout the country. Mr. Precourt holds certifications as a Tax Credit Specialist, Certified Occupancy Specialist, Public

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## SPEAKERS cont.

Housing Manager and Rural Housing Manager. He has performed 10,000+ file audits and 400+ Physical Needs Assessments and trained over 10,000 people on UPCS Inspections and related topics.



**Ruben Rivera-Jackman, Rivera & Associates Consulting, Clinton, WA**

Ruben Rivera-Jackman, MNPL, has an accomplished 25+-year career as a nonprofit leader with practical experience in, and solid understanding of, a diverse range of management, program development and service delivery applications. He has a passion for working with and advocating on behalf of older adults and a natural ability of providing instruction and training for adult learners. Mr. Rivera-Jackman served as a senior resident services manager at the King County Housing Authority in Washington from 2005 to 2017 and as director of resident services for Sustainable Housing for Ageless Generations, one of the largest and leading affordable senior housing providers in Western Washington, from 2017 to 2019. Since September 2019, he has served as director of supportive services for Imagine Housing, a nonprofit organization in East King County which provides affordable housing options for older adults, families, and veterans. Mr. Rivera-Jackman is also a certified trainer with the National Resource Center on LGBT Aging, an adjunct professor at Seattle Central Community College and a two-time recipient of the AASC President's Award of Excellence.

**Dean Santa, Division Director, Asset Management U.S. Dept of Housing and Urban Development**

HUD supports the development, rehabilitation, and maintenance of multiple-unit affordable housing through FHA mortgage insurance programs. HUD provides capital grants to nonprofits for the construction and support of affordable housing for the elderly and persons with disabilities.



**Carol Silver Elliott, President and CEO of the Jewish Home Family, Rockleigh, NJ**

Ms. Silver Elliott joined the Jewish Home Family in 2014, after serving as president and CEO of Cedar Village in Cincinnati, OH. She is a board member and former chair of the Association of Jewish Aging Services; she was a board member of LeadingAge Ohio and joined the LeadingAge New Jersey board in 2015; she is on the board of the Visiting Nurse Association of Central New Jersey; and

she has been on the LeadingAge board since 2012. She is the recipient of many state and national awards for innovation and leadership. She also writes a biweekly blog for The Times of Israel.



**Barbara Speedling, Quality of Life Specialist, Innovations for Quality Living, Bayside, NY**

An inspirational and motivational speaker, Ms. Speedling is an author, educator, and management consultant at the forefront of person-centered care. An innovator with more than 30 years of practical experience within the adult care community, she is the expert providers turn to when they want to ensure that the services they provide meet not only the physical needs of their residents, but their emotional and psychosocial needs as well. Working from a core belief in the dignity and individuality of all people, Ms. Speedling's unique education and training programs have helped countless adult care communities achieve lasting improvements in quality care and quality of life.



**Heather Wezensky, CPO™, FHC™, SHCM™, AHM (she / her / hers), Senior Vice President, Seldin Company | STAR Compliance Consulting, Omaha, NE**

Ms. Wezensky is the past President of S.T.A.R. Momentum Compliance Consulting Inc. and brings over 28 years of property management and compliance experience and knowledge to her role as Senior Vice President of Compliance at Seldin Company. She has a passion for regulatory compliance and Fair Housing and strives to share her experiences and expertise with her co-workers and other industry professionals. She endeavors to take the most difficult affordable housing topics, property management practices, and compliance rules and regulations and make them understandable, especially for those who are new to the industry. Ms. Wezensky currently holds affordable housing designations such as the CPO™, FHC™, SHCM™ and AHM. She is a member of the National Affordable Housing Management Association (NAHMA) and the past Chair of their Fair Housing Committee. She is honored to be the current Chair of the Education and Training Committee and also sits on the SHCM™ Special Advisory & Technical Committee. Ms. Wezensky is a NAHMA approved CPO™, BCD™ and FHC™ Instructor.

Register today at: <https://www.leadingageny.org/leading-u/2022-conferences/housing-professionals/>

Thank you!



**Housing Professionals  
Webinar Series**  
March 8, 10, 15, 17, and 22