

A stylized illustration of a lantern on a pedestal. The lantern is green with a yellow flame inside. It sits on a white, conical pedestal. The background is a solid green color.

2019 Boston

OCTOBER 19 - 22
ANNUAL CONFERENCE
& SHOWPLACE

REGISTER BY SEPTEMBER 23
AND SAVE: [NCSHA.ORG/ANNUAL](https://www.ncsha.org/annual)



Opening Plenary Speakers

The keynote address will be followed by the 2019 Awards for Program Excellence ceremony.



Mark Calabria
Director | Federal Housing
Finance Agency

Dr. Mark Calabria, nominated by President Trump in January 2019, was confirmed by the U.S. Senate and sworn in as FHFA Director in April 2019. Before joining FHFA, Calabria was chief economist for Vice President Mike Pence, handling all economic policy issues with a focus on taxes, trade, manufacturing, financial services, labor, and housing.

He previously served as the director of financial regulation studies at the Cato Institute, where he helped to establish Cato's Center for Monetary and Financial Alternatives. Dr. Calabria also was a senior aide on the United States Senate Committee on Banking, Housing, and Urban Affairs to both Chairman Phil Gramm and Chairman Richard Shelby. He has also served as Deputy Assistant Secretary for Regulatory Affairs at the U.S. Department of Housing and Urban Development.



Pamela Patenaude
Senior Advisor | IEM

Pamela Hughes Patenaude, former Deputy Secretary of the U.S. Department of Housing and Urban Development (HUD), is IEM's Senior Advisor. Patenaude is a housing executive and public policy expert with more than 35 years of experience serving in government and nonprofit management, including at the executive management level.

Most recently, Patenaude served as Deputy Secretary of HUD, where she managed the day-to-day operations of the cabinet-level agency, including oversight of the Department's \$52 billion budget and 7,000 employees nationwide. Patenaude also served as chair of HUD's Disaster Management Group, overseeing \$37 billion in disaster recovery funding. Previously, Patenaude served as HUD Assistant Secretary for the Office of Community Planning and Development and co-founded and served as the president of the J. Ronald Terwilliger Foundation for Housing America's Families.



Thomas P. Bossert
Chief Strategy Officer |
Trinity Cyber

Tom Bossert, a former U.S. Homeland Security Advisor, is Chief Strategy Officer at Trinity Cyber, a disruptive technology company fundamentally redefining commercial cybersecurity. He is also a national security analyst for ABC News and a respected risk management expert.

Bossert was homeland security advisor to two U.S. presidents, serving as the nation's chief risk officer and senior-most advisor on cybersecurity, counterterrorism, homeland security, and global health security policy, managing a range of domestic and transnational security issues and consequence management operations. He also founded and led a management consulting business that supported commercial clients to assess and manage their risk structures and compliance requirements.

SCHEDULE AT A GLANCE*

SATURDAY, OCTOBER 19

SESSIONS OPEN TO REGISTERED HFA AND ASSOCIATE MEMBERS ONLY. LUNCH IS ON YOUR OWN, UNLESS OTHERWISE NOTED.

8:00 a.m. – 6:30 p.m. Registration & Information

9:00 a.m. – 10:00 a.m. NCSHB EDUCATIONAL & DEVELOPMENT WORKSHOP SESSION

The State HFA Value Proposition

Open to HFA board members and executive directors only; continental breakfast available at 8:30 a.m.

Discuss the evolution of state HFAs, their central role in the housing system, and the key external factors that bear on their success. Board members of any tenure will benefit from understanding better the recent history and the current context that shapes today's state HFA.

10:15 a.m. – 11:15 a.m. NCSHB EDUCATIONAL & DEVELOPMENT WORKSHOP SESSION

The State HFA Business Model

Open to HFA board members and executive directors only

While no two HFAs are exactly alike, they all share a similar model, which balances mission and business objectives. Explore their interplay as it affects both the underlying economics and the strategic choices all agencies must deal with in a highly competitive and rapidly changing environment.

**Subject to change*

11:30 a.m. – 12:30 p.m. NCSHB EDUCATIONAL & DEVELOPMENT WORKSHOP SESSION

Principles of Governance and Ethics for HFA Board Members

Open to HFA board members and executive directors only

State HFA board members have governance responsibilities for organizations of considerable complexity and critical importance to the residents of their states. This session provides grounding in concepts and practices that make any HFA board stronger.

12:00 p.m. – 1:30 p.m. Homeownership Task Force Meeting

Open to HFA executive directors and one designated staff member only; lunch available at 11:45 a.m.

12:30 p.m. – 1:30 p.m. NCSHB EDUCATIONAL & DEVELOPMENT WORKSHOP

Networking Lunch

Open to HFA board members and executive directors only

1:00 p.m. – 2:30 p.m. COMMUNITY MEET-UPS

★ Federal Liaisons

★ Special Needs Housing

1:00 p.m. – 2:45 p.m. COMMUNITY MEET-UP

★ Information Technology



COMMUNITY MEET-UPS

The #1 reason NCSHA members come to the Annual Conference & Showplace? To learn from their peers. Scheduled on Saturday and Sunday, Meet-Ups bring together communities of HFA and Associate members who share similar responsibilities for a robust exchange of ideas, best practices, and experiences.

Not yet a member of an NCSHA community group? Visit ncsha.org/community to find discipline- and issues-based groups relevant to you and join today. Community groups are open to HFA and Associate members.



NCSHA is pleased to hold, in conjunction with its Annual Conference & Showplace, the National Conference of State Housing Boards (NCSHB) Educational and Development Workshop. The Workshop is offered as part of the conference, with the support of the NCSHB Board of Directors, to make its important HFA governance sessions available to more HFA board members from across the country.

The Monday and Tuesday conference sessions will continue to feature many topics relevant to HFA board members, as noted by the GO icon for Governance.

1:30 p.m. – 2:30 p.m.
**NCSHB EDUCATIONAL &
DEVELOPMENT WORKSHOP SESSION**

Federal Policy Update

Open to HFA board members and executive directors only

NCSHA's policy and government affairs leaders provide a comprehensive update on the wide array of federal regulatory and legislative issues in play that impact state HFAs and how NCSHA is responding to advance HFA interests. The panel also highlights the key roles of HFA board members in advocacy on behalf of their HFAs.

1:45 p.m. – 2:45 p.m.
Opportunity Zones Focus Group Meeting

Open to HFA executive directors and one designated staff member only

2:45 p.m. – 4:15 p.m.
**NCSHB EDUCATIONAL &
DEVELOPMENT WORKSHOP SESSION**

The State HFA Toolbox: Key Federal Programs

Open to HFA board members and executive directors only

Two of the programmatic pillars for state HFAs are Housing Credits and Housing Bonds. Program experts provide a high-level "101" (or refresher, for those familiar with the programs) on how these tools work and discuss current policy and operational issues.

2:45 p.m. – 4:15 p.m.
COMMUNITY MEET-UPS

- ★ Multifamily Development
- ★ Section 8 Contract Administrators
- ★ Single-Family Servicing

3:00 p.m. – 4:00 p.m.
**Disaster Planning and Response Focus
Group Meeting**

Open to HFA executive directors and their designated staff members only

3:00 p.m. – 6:00 p.m.
COMMUNITY MEET-UPS

- ★ Communications
- ★ Human Resources

4:15 p.m. – 5:00 p.m.
**NCSHB EDUCATIONAL &
DEVELOPMENT WORKSHOP SESSION**

HFA Board Member Forum

Open to HFA board members and executive directors only

The workshop concludes with an open discussion of business, programmatic, and policy issues on the minds of HFA Board members.

4:15 p.m. – 5:15 p.m.
Rural Housing Focus Group Meeting

Open to HFA executive directors and their designated staff members only

4:30 p.m. – 6:00 p.m.
COMMUNITY MEET-UPS

- ★ Internal Auditors
- ★ Multifamily Asset Management and Compliance

4:30 p.m. – 6:30 p.m.
COMMUNITY MEET-UP

- ★ Single-Family Program

SUNDAY, OCTOBER 20

Sessions open to registered HFA and associate members only. Lunch is on your own, unless otherwise noted.

7:30 a.m. – 4:00 p.m.
Registration & Information

9:00 a.m. – 11:00 a.m.
**NCSHA GENERAL MEMBERSHIP AND
BOARD OF DIRECTORS MEETING**

Open to HFA executive directors only; breakfast available at 8:30 a.m.

9:00 a.m. – 10:30 a.m.
COMMUNITY MEET-UPS

- ★ HOME and Housing Trust Fund
- ★ Legal

9:00 a.m. – 12:00 p.m.
COMMUNITY MEET-UPS

- ★ Human Resources Continued
- ★ Information Technology Continued

10:45 a.m. – 12:15 p.m.
COMMUNITY MEET-UPS

- ★ Data and Analytics
- ★ Finance

11:30 a.m. – 1:30 p.m.
Executive Directors Forum

Open to HFA executive directors only; lunch available at 11:30 a.m.

2:00 p.m. – 3:00 p.m.
NCSHB ANNUAL BUSINESS MEETING

Open to HFA board members and executive directors only

2:00 p.m. – 5:00 p.m.
Showplace Grand Opening

Open to all registered attendees

3:00 p.m. – 3:30 p.m.
Sundaes in the Showplace

Open to all registered attendees

Sponsored by



5:00 p.m. – 6:00 p.m.
Leadership Circle Reception

Open by invitation only to HFA executive directors and board members, top affiliate supporters, and top-tier conference sponsors.

To become a Leadership Circle member, contact membership@ncsha.org.

6:00 p.m. – 7:30 p.m.
The Board Chair's Reception

Open to all registered attendees



MONDAY, OCTOBER 21

SESSIONS OPEN TO ALL REGISTERED NCSHA MEMBERS

7:30 a.m. – 5:45 p.m.
Registration & Information

7:30 a.m. – 7:00 p.m.
Showplace Open

Coffee available 7:30 a.m. – 8:15 a.m.

8:15 a.m. – 10:15 a.m.
**Celebratory Opening Plenary Featuring
Presentation of the 2019 Awards for
Program Excellence**

Seated breakfast served 8:00 a.m. – 9:00 a.m.

Read about our esteemed speakers on page 2.

10:15 a.m. – 10:45 a.m.
Networking Break in the Showplace

*To sponsor this break, please contact Kim Carr at
sponsors@ncsha.org.*

10:45 a.m. – 11:45 a.m.
CONCURRENT SESSIONS

★ **Best of HFAs: Communications** **CO/GO/MI**

Discover how HFAs use the visual and digital arts to connect their audiences to real people who have benefitted from and are living successfully in affordable housing – and in the process earn support for their programs. Entries from the 2019 Awards for Program Excellence are featured in this session.

★ **Best of HFAs: Homeownership** **GO/HO**

This session highlights the innovative work of HFAs and their partners in homeownership and features entries in the 2019 Awards for Program Excellence.

★ **Blockchain and Other Emerging Financial Technologies** **IT/MI**

Blockchain, cryptocurrency, and related technologies are disrupting long-established practices and creating a new financial ecosystem. How will these impact the affordable housing finance system? Discuss emerging trends, issues, and opportunities in the financial technology sector and hear about valuable resources for further learning.

★ **Bond and Securities Market Update** **FI/GO/LE**

Industry experts describe the state of the current financial markets and discuss potential future developments with interest rates, regulatory changes, and economic growth – and the impact they could have on affordable housing lending.

★ **Capitalizing on Preservation Opportunities** **LE/RE**

Discuss preservation strategies for federally assisted rental properties, the Housing Credit portfolio, and naturally occurring affordable housing. Explore recapitalization financing options, best practices in capital needs assessments, factors in preserving at-risk developments, and challenges nonprofits may face in exercising their right of first refusal.

★ **The HFA Role in Disaster Response and Recovery** **GO/HO/RE/RU/SH/SN**

HFAs are playing a leading role in identifying and responding to the housing needs of their state's most vulnerable residents after natural disasters. Discuss lessons learned and best practices in emergency response to acute housing loss, as well as more holistic and long-term repair and rehousing efforts.

★ **What's New from the EEOC?** **HR/LE**

Get up to date on what's new from the Equal Employment Opportunity Commission. Hear about developments under the Americans with Disabilities Act, Family and Medical Leave Act, and other employment laws.

11:45 a.m. – 12:45 p.m.
Networking Lunch

11:45 a.m. – 1:00 p.m.
Photo-Op for 2019 Award Recipients

12:30 p.m. – 1:00 p.m.
Coffee and Dessert in the Showplace

1:00 p.m. – 2:00 p.m.
CONCURRENT SESSIONS

★ **Best of HFAs: Human Resources** **GO/HR/LE/MI**

This session highlights the innovative work of HFAs and their partners in human resources and features entries in the 2019 Awards for Program Excellence.

★ **Housing Credit QAP Innovations** **GO/RE**

Explore state initiatives to refine Housing Credit qualified allocation plans (QAPs) to achieve various public policy objectives. Learn how income averaging, innovative cost control and construction methods, preservation demands, fair housing considerations, and demographic trends are dramatically altering QAP priorities and program outcomes.

★ **Life After LIBOR** **FI/LE**

The London InterBank Offered Rate is set to expire at the end of 2021, impacting HFA financial instruments worth billions of dollars. How can HFAs modify their outstanding debt, loans, swaps, and derivatives to weather the transition smoothly? Learn about the Secured Overnight Financing Rate (SOFR) and other LIBOR replacements.

CORE FUNCTION KEY

CO Communications	LE Legal
DA Data and Analytics	MI Management Innovation
FI Finance	RE Rental
GO Governance	RU Rural
HO Homeownership	SN Special Needs Housing
HR Human Resources	SH Sustainable Housing
IT Information Technology	

Register at ncsha.org/annual.

★ **Messaging and the Media, Part 1** **CO/GO**

Public awareness of the affordable housing crisis is growing as the media focuses on the issue and presidential candidates offer their solutions. What are the most compelling affordable housing messages and stories and the best ways to tell them in your community?

★ **New Approaches to Housing Our Heroes** **RE/SN**

Explore how HFAs are engaging in new partnerships to end veteran homelessness. Learn about new initiatives to accelerate the use of project-basing HUD-VASH vouchers and expand HUD-VASH eligibility.

★ **Single-Family Lender Roundtable** **HO/LE**

Join a candid discussion with top HFA lender partners on their experiences working with HFA programs. Gain insight into how you can strengthen your lender relationships and address lender pain points to increase your affordable homeownership lending.

★ **SOC, ISO, and Related Cloud Compliance and Assurances** **DA/IT/LE/MI**

For security-conscious organizations, it is becoming standard practice to pursue certification and to require vendors to be certified in cybersecurity, risk management, and the handling of client data. Get more familiar with the jargon, discuss why certification matters, and benchmark your organization's policies and practices against those of your peers.

2:00 p.m. – 2:15 p.m.

Networking Break in the Showplace

2:15 p.m. – 3:15 p.m.

CONCURRENT SESSIONS

★ **Balancing Cost and Durability in Affordable Housing** **RE**

What is the impact of higher quality construction materials on durability and operating costs and the life cycle cost of green building and energy-efficiency improvements? Learn how to control costs while ensuring high-quality, long-lasting affordable homes.

★ **Best Practices in Behavioral and On-Site Candidate Interviewing**
GO/HR/LE/MI

Discuss best practices in and critical components of behavioral interviewing, including the dynamics of the on-site interview. Explore processes to engage external candidates.

★ **Data Visualization: Data-Based Decision-Making and the Power of Beauty** **CO/DA/IT**

Data visualization helps us understand data and draw conclusions quickly. See how HFAs and their partners are using data visualization tools and technologies to analyze large amounts of information and make data-driven decisions.

★ **Messaging and the Media, Part 2** **CO/GO**

What are the most effective ways to drive positive media coverage and to respond to negative attention? Get media relations tips and techniques from top communications pros.

★ **Successful Reentry Housing Strategies** **DA/RE/SN**

People with criminal records face significant barriers to housing. Learn more about the cycle of incarceration, homelessness, and recidivism. Discuss strategies and initiatives HFAs and their partners can take to help break the cycle.

★ **What's Next for the Housing Finance System?**
FI/GO/LE

Senior Federal Housing Finance Agency staff discusses the agency's plans for 2020 and beyond. NCSHA staff addresses the prospects for housing finance reform and how it could impact HFA programs. Additional experts weigh in with their insights.

★ **Working with FHA, USDA, Fannie Mae, and Freddie Mac** **GO/HO/LE**

Learn from senior agency officials the latest on FHA's down payment assistance policy and USDA's effort to expand lending to working families in rural areas. Hear about Fannie Mae and Freddie Mac's plans for their HFA Preferred lending products.

Networking

Leadership Circle Reception

Sunday, October 20

5:00 p.m. – 6:00 p.m.

Open by invitation only to NCSHA

member HFA executive directors and board members, top affiliate supporters, and top-tier conference sponsors. To become a Leadership Circle member, contact membership@ncsha.org.



NCSHA is proud to recognize the Leadership Circle members for their generous support of the organization and this conference.

The Board Chair's Reception

Sunday, October 20

6:00 p.m. – 7:30 p.m.

Enjoy the bird's-eye view of Boston's most famous landmarks — including Hancock Tower, Fenway Park, the Boston Common and Public Garden, the Charles River, MIT, and Harvard University — as you relax with old and new friends in the Skywalk Observatory at Prudential Tower.

2019 Awards for Program Excellence

Monday, October 21

8:15 a.m. – 10:15 a.m., during the Opening Plenary
Celebrate with NCSHA as we honor the recipients of the Annual Awards for Program Excellence. These prestigious awards recognize state HFAs for innovation in their public-purpose programs, projects, and practices. Many of this year's entries are featured in sessions throughout the conference.

Showplace Happy Hour

Monday, October 21

5:45 p.m. – 7:00 p.m.

Stop by to unwind with your peers and consult with the many business solution providers exhibiting in the Showplace.

3:15 p.m. – 3:30 p.m.

Networking Break in the Showplace

3:30 p.m. – 4:30 p.m.

CONCURRENT SESSIONS

★ **Attacking the Gaps: Strategies for Financing Affordable Multifamily Housing** **FI/RE**

The need for affordable rental housing grows, but the resources seem to keep shrinking. Explore how you can better structure your multifamily deals to have the most impact. Gain insight into new funding sources and loan options. Hear about recent bond transactions.

★ **Best of HFAs: Operations** **GO/HO/HR/MI**

This session highlights the innovative work of HFAs and their partners in operations and features entries in the 2019 Awards for Program Excellence.

★ **Ending Homelessness Among Older Adults** **RE/SN**

Across the country, the homeless population is growing older, and the number of older homeless Americans is on the rise. Discuss research into homelessness among older adults, how their unique needs impact homeless services, and replicable initiatives to house them.

★ **Harnessing New Homeownership Business Opportunities** **HO**

Delve into the details of successful HFA initiatives to increase lending industry participation in their programs. Examine the results of a comprehensive survey on loan officers' needs and preferences. Discuss opportunities for reaching more borrowers through manufactured housing lending.

★ **Hot Topics in Housing Credit Compliance** **LE/RE**

Understand the new income averaging minimum set-aside election, more stringent IRS requirements for site visits and physical inspections, the impact of recent income limit and utility allowance changes, and new strategies for maintaining compliance in the Housing Credit extended use period. Learn about NCSHA's efforts to work with IRS to reduce the compliance monitoring burden on state agencies.

★ **Maximizing Your ROI as a Conference Host, Exhibitor, or Speaker** **CO**

Does your organization host a conference? Exhibit at trade shows? Speak at industry events? Learn what to do before, during, and after an event to engage your audience; build awareness of your services and products; and earn the biggest return for your investment of marketing dollars.

★ **Using HFA Research to Drive Program and Policy Development** **DA/MI**

The results of HFA research initiatives can impact agencies' policies and program development and optimize the allocation of resources. Hear about existing data sets HFAs can tap, new data collection strategies, and effective research methods.

★ **What HFAs and Their Partners Need to Know About Cybersecurity** **GO/IT/LE/MI**

Cybersecurity is the responsibility of every employee in an organization. Discover how security breaches happen, what to do when compromises occur, and simple practices to adopt to protect your systems. (Send topics you'd like addressed in this session to community@ncsha.org.)

4:30 p.m. – 4:45 p.m.

Networking Break in the Showplace

4:45 p.m. – 5:45 p.m.

CONCURRENT SESSIONS

★ **Challenges and Opportunities in Mortgage Servicing** **HO/LE**

Hear from FHA about its newest servicing policies and initiatives. Discuss the latest trends in mortgage servicing and how they could impact your affordable homeownership programs.

★ **Cybersecurity: Your Legal and Fiduciary Responsibilities** **GO/IT/LE**

What are your organization's obligations when it comes to protecting your systems and user data? What regulations impact HFAs? What actions are required when you experience a breach? Examine the non-technical aspects of cybersecurity and how strong partnerships across departments help protect organizations.

★ **Incentives and Innovations in Housing as Healthcare** **MI/RE/SN**

This is not just another panel on the connection between health and housing! Hear from healthcare industry partners about incentives to encourage Managed Care Organizations, hospitals, and health systems to partner with housing agencies to secure health services for tenants and program participants.

★ **Managing Your Organization's Online Reputation** **CO/HR**

In this tight labor market, recruitment and retention can be impacted by your organization's online reputation. Are you proactively managing your social media presence? Are you monitoring employee reviews of your agency on websites like Glassdoor.com? Hear how HFA HR and Communications departments are teaming up to meet these challenges head-on.

★ **Maximizing Your Single-Family Financing Activity** **FI/HO**

HFAs and industry experts discuss the latest strategies for financing single-family lending in a challenging market. Explore how HFAs can best balance the use of Mortgage Revenue Bond (MRB) and secondary market executions to most effectively serve homebuyers.

★ **Using HFA Resources in Opportunity Zones** **LE/RE/RU**

Explore the use of HFA financing tools for affordable housing, community revitalization, and economic development in Opportunity Zones. Understand the impact of IRS guidance on the ability to combine Opportunity Zone incentives with Housing Credits, tax-exempt bonds, and other HFA resources. Discuss the impact of new investments on existing community residents.

5:45 p.m. – 7:00 p.m.

Showplace Happy Hour

Register at ncsha.org/annual.

TUESDAY, OCTOBER 22

SESSIONS OPEN TO ALL REGISTERED NCSHA MEMBERS

7:30 a.m. – 12:00 p.m.
Registration & Information

8:00 a.m. – 9:30 a.m.
Tuesday Plenary Breakfast

Seated breakfast available 7:45 a.m. – 8:45 a.m.

9:30 a.m. – 9:45 a.m.
Networking Break

9:45 a.m. – 10:45 a.m.
CONCURRENT SESSIONS

★ **Best of HFAs: Finance FI/GO/MI**

This session highlights the innovative work of HFAs and their partners in finance and features entries in the 2019 Awards for Program Excellence.

★ **Best of HFAs: Technology GO/IT/MI**

This session highlights the innovative work of HFAs and their partners in technology and features entries in the 2019 Awards for Program Excellence.

★ **Best Practices in Rural and Native American Housing Development FI/GO/RE/RU**

Hear about USDA, HFA, and private-sector financing opportunities for rural markets and Native American lands. Discuss the impact of construction labor shortages, area median income trends, and other challenges on development and preservation in these markets.

★ **Measuring Success: A Focus on Supportive Housing DA/RE/SN**

HFAs have financed thousands of permanent supportive housing units in the United States, but how do we know whether these programs are having the desired outcomes and impacts? Explore how HFAs can create and operate high-quality, effective, and sustainable units. Learn the latest on measuring success, monitoring performance, and addressing concerns including the provision of technical assistance.

BEST OF HFAS

The Best of HFAs sessions explore the revolutionary work of HFAs and their partners. Many of the programs highlighted in these sessions were entries in the 2019 Awards for Program Excellence. Sessions are offered in the following core function areas:

★ **Communications**

★ **Finance**

★ **Homeownership**

★ **Human Resources**

★ **Technology**

★ **Operations**

★ **Rental**

★ **Special Needs Housing**

★ **Solving the Single-Family Supply Crunch HO**

Discover how HFAs are adopting innovative programs to help combat the shortage of affordable for-sale housing. Explore initiatives that expand partnerships with Habitat for Humanity, construct affordable single-family homes in hot urban housing markets, and develop inventive funding sources for constructing new single-family homes.

★ **What Happens After You Collect the Data? CO/DA/MI**

Contact management — who is responsible for keeping stakeholder data up to date? Data mining — how far is too far? Security — where do we start?! Analysis and presentation — who's our audience and what story are we telling? Effectiveness — how do we measure it? Explore these and other pressing data questions during a lively discussion.

10:45 a.m. – 11:00 a.m.
Networking Break

11:00 a.m. – 12:00 p.m.
CONCURRENT SESSIONS

★ **Best of HFAs: Rental GO/MI/RE**

This session highlights the innovative work of HFAs and their partners in rental housing and features entries in the 2019 Awards for Program Excellence.

★ **Best of HFAs: Special Needs Housing GO/MI/SN**

This session features the innovative work of HFAs and their partners in special needs housing and features entries in the 2019 Annual Awards for Program Excellence.

★ **Connecting Clients to Your Programs and Services CO/HO**

HFAs and their partners share fresh approaches to connecting with clients and introducing products and services. Explore the latest marketing trends and how to adapt them to reach your customers and promote your programs.

★ **HFA Data in Action DA/GO/MI**

Since 1987, NCSHA has collected and published data on HFAs and their programs in its annual State HFA Factbook. Earlier this year, NCSHA took the Factbook online with a new data visualization and reporting platform. Hear how NCSHA and the HFAs put that data to work and learn about other data initiatives on the horizon.

★ **Taking It Online: Digital Mortgages, Apps, and Other Innovations DA/HO/IT/LE/MI**

Prospective homebuyers now expect the homebuying process to be completely digital, from hunting for a house, to applying for a mortgage, through closing on the sale. From inception, to execution, to customer support, three HFAs outline how they are keeping pace and industry experts share the latest technology developments.

★ **The Advantages and Disadvantages of Becoming a Direct Seller/Service FI**

Hear from HFAs who manage securitization in house and those who use third parties about the benefits and drawbacks of each approach. Market leaders offer insights on how to determine and implement the optimal securitization approach for your agency.



Visit Boston

From the charming cobblestones of Beacon Hill, to the civic landmarks along the Black Heritage and Freedom trails, to the iconic grounds of Harvard University and Fenway Park, Boston is a treasure trove of Americana – and a beautiful city to explore in the autumn.

The Sheraton Boston, our conference headquarters hotel, is centrally located to the city's most popular attractions. Stroll through the Public Garden or along the Charles River, browse the shops and stalls at Faneuil Hall Marketplace, or visit one of Boston's renowned history, science, or art museums. You are steps away from the best Boston has to offer during your free time. To learn more, visit www.bostonusa.com.

AFFORDABLE HOUSING TOURS

Sunday, October 20
1:00 p.m. – 4:00 p.m.

MassHousing invites you to join its staff to tour of one of three unique communities in and around Boston: Whittier Street, Jackson Square, and Brockton. Each tour visits exemplary housing developments that have contributed to community revitalization through public-private partnerships, visioning, and planning. Most of these projects

have received MassHousing financing for new construction and preservation, as well as other funding sources, such as the Workforce Housing program, 13A Rental Preservation program, and the MassHousing-administered Affordable Housing Trust Fund from the Commonwealth of Massachusetts.

The tours and travel are complimentary, however, **preregistration is required by Friday, October 4.**

PARTNER WITH NCSHA

Raise awareness of your brand among the nation's affordable housing leaders while you show your support for their critical mission: Sponsor, exhibit, and advertise during the 2019 Annual Conference & Showplace. NCSHA offers a variety of cost-effective, high-impact opportunities for your organization to reach this target audience.

EXHIBIT Showcase your company's latest products and services in the Showplace! The hub of conference activity, the Showplace is designed to bring attendees directly to you for one-on-one interaction.

ADVERTISE Round out your exposure with a print ad in the Conference & Showplace Program. THE guide to the entire event, it includes the conference agenda, exhibitor profiles, and Showplace floor plan.

SPONSOR Maximize your visibility with a sponsorship package. We can design a package tailored to your business development goals.

To learn more, visit ncsha.org/partner or email Kimberly Carr at kcarr@ncsha.org.

GENERAL INFORMATION

ATTENDANCE POLICY

Unless otherwise noted, sessions are open only to employees and board members of HFA, Associate, and Affiliate members of NCSHA. Members may not register as guests.

For information on becoming a member, contact membership@ncsha.org.

REGISTRATION FEES

Register by **Monday, September 23**, and save.

Registration Type	Postmarked	
	by 9/23	after 9/23
HFA or Associate Member (Saturday – Tuesday)	\$515	\$595
Affiliate Member (Sunday Reception – Tuesday)	\$695	\$785
Guest	\$95	\$95

GUEST REGISTRATION

A special guest registration is available for \$95 that admits your guest to the President's Reception on Sunday and the Showplace Happy Hour on Monday. To register your guest, please contact the NCSHA Registrar at registration@ncsha.org; guest registration is not available online. All guests, including children of attendees, must present a guest badge to be admitted to receptions. **Each guest registrant must be associated with a registered conference attendee. NCSHA members may not register as guests.**

SPEAKER REGISTRATION POLICY

NCSHA requires that all speakers and discussion leaders register for the conference.

REGISTRATION AND PAYMENT

Registering and paying online is easy. Visit NCSHA's website at ncsha.org/annual and click Register. Credit cards are accepted for online registration only. To pay by check, print your invoice and mail it with payment to NCSHA. Make checks payable to NCSHA.

You can also register by fax or mail by printing the Registration Form located at ncsha.org/annual and returning it to NCSHA along with your payment.

Each registrant must pay in full prior to the conference. Only those who have paid in full will be admitted to conference activities.

SPECIAL NEEDS/DIETARY REQUESTS

If you have special needs under the Americans with Disabilities Act, or if you have special dietary requirements, please explain those needs in the space provided online in the ADA Needs text box on the Event Registration page or on the Registration Form.

CANCELLATION POLICY

Cancellations must be received in writing. Confirmation of faxed cancellations may be required. A \$75 administrative fee will be deducted from all approved refunds. No refunds will be given for cancellations received after Tuesday, October 1, or for registrants who fail to attend the conference.

HOTEL ACCOMMODATIONS

Please make a reservation well before the **Monday, September 23**, hotel group rate cutoff date to ensure availability.

Conference Headquarters:

Sheraton Boston Hotel
39 Dalton Street
Boston, MA 02199
617-236-2000

Group Room Rate

King or Double Room: \$319/night

Room Reservation Policy

You must first register for the conference with NCSHA before you can make a hotel reservation within NCSHA's room block. The registration confirmation letter you receive will include the link you need to make a reservation online at the conference headquarters hotel.

Hotel rooms within NCSHA's room block are for Annual Conference & Showplace registrants. Once registered, please do not reserve multiple hotel rooms or make reservations in the block for people who are not

registered for the conference. NCSHA will review the hotel reservation list weekly and notify people found holding duplicate reservations or reservations without corresponding registrations. **Failure to register within two business days thereafter will result in loss of the discounted group room rate without further notice; the room will be charged at the hotel's prevailing rate.**

Visit ncsha.org/annual for more information on conference accommodations and ground transportation options.



CONTINUING PROFESSIONAL EDUCATION CREDIT

NCSHA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org

NCSHA's Annual Conference features a comprehensive series of sessions for both new professionals and seasoned practitioners. No advanced preparation is required for the conference; however, a basic knowledge of state housing finance agencies and their programs is necessary due to the intermediate program level. You can earn approximately 15.5 credits if you attend all sessions.

For more information regarding administrative policies, such as complaints or refunds, please contact NCSHA at 202-624-7710. To receive CPE certification, complete the CPE evaluation form available at the NCSHA Registration Desk.

Continuing Legal Education Credit

Those seeking CLE credit must apply directly to their state bar associations. For more information, visit the NCSHA Registration Desk.

QUESTIONS

Contact NCSHA at registration@ncsha.org or 202-624-7710 with registration or housing questions or for other assistance.



Don't miss NCSHA's premier member event of the year!

- ★ Network with 1,000 affordable housing leaders from around the country
- ★ Engage with renowned experts during 40+ educational sessions
- ★ Celebrate the achievements of the winning HFAs in the Annual Awards for Program Excellence
- ★ Discover solutions to your organization's most pressing business challenges in the Conference Showplace
- ★ Earn valuable continuing professional education credit

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EARLY REGISTRATION AND HOTEL GROUP
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