



SERSHA

Southeast Regional Section 8 Housing Association, Inc.
The regional association for information exchange and
professional development for the Section 8 Housing
Choice Voucher Program

President's Message

Hey Y'all

The moment you've all been waiting for. We are ready to enjoy the grains of sands and the waves of the beach at Beach Cove Resort in Myrtle Beach, SC. Welcome to SERSHA 2024 Summer Conference, our annual summer gathering where we unite to share insights, foster innovation, and ride the exciting waves of knowledge together as we learn about important updates and changes that will take place within our housing authorities within the coming months. This year's theme, "Riding the Waves of Knowledge," encapsulates our commitment to exploring the depths of our fields and navigating the currents of change and discovery in Housing and Urban Development (HUD).

As we converge from diverse backgrounds and disciplines, let us celebrate the unique perspectives each of us brings. Our collective wisdom is like the vast ocean—boundless, dynamic, and full of potential. This conference is an opportunity to dive deep into our shared passions, learn about important updates as it relates to HUD, exchange groundbreaking ideas, and inspire one another to reach new heights.

Throughout the coming months, you will have the chance to be trained and educated by world renown speakers from Nan McKay and Associates, participate in interactive workshops with Mr. Dennis Morgan and Precision Tactics, LLC, and network with peers who are as dedicated to advancing in our field as you are. Each track is designed to broaden our horizons and equip us with the tools needed to make a lasting impact in our housing authorities.

Join us in Myrtle Beach, SC, for an enriching experience. Don't forget to visit our website at www.sersha.org to register for the conference and make your hotel reservations. We look forward to seeing you there!

Warmest Regards

Wendy Futrell

Wendy Futrell
SERSHA President

Join Us!

for the

South East Regional Section "8" Housing Association's
"Riding the Waves of Knowledge"

2024 Summer Conference



AUGUST 7 - 8, 2024



HCV and PH Customer Service

Nan McKay & Associates
Adam Ensalaco
\$625



Financial Updates

Nan McKay & Associates
Ron Urlaub
\$625



NSPIRE & Active Shooter Class

Mr. Dennis Morgan & Associates
(4-Hour Virtual Class)
Precision Tactics
\$700



**BEACH COVE RESORT
MYRTLE BEACH, SC**

TO REGISTER ONLINE OR BY MAIL AND FOR MORE INFORMATION, PLEASE VISIT:

www.serasha.org

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**BEACH COVE RESORT
MYRTLE BEACH, SC**

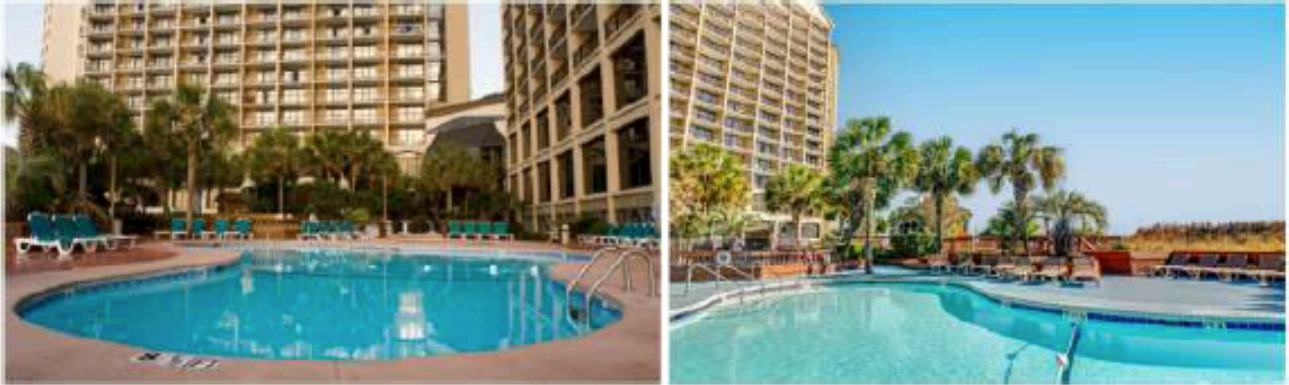
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South East Regional Section "8" Housing Association's "Riding the Waves of Knowledge"

Beach Cove Resort, North Myrtle Beach, SC

Enjoy the spectacular views from your room.



Beach Cove Resort offers a variety of amenities available throughout the entire facility.
Guest Laundry: Is located on the P level of Tower A and B.



Hotel Key Amenities:

- Wireless Internet
- Business Center
- Health/Fitness Center
- Kitchenette
- In-door/out-door pools
- Kids Pool

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South East Regional Section "8" Housing Association's "Riding the Waves of Knowledge"

Welcome to Beach Cove Resort

We are an oceanfront, all condominium hotel conference center located in beautiful North Myrtle Beach, South Carolina. We are located less than 1 mile from Barefoot Landing which combines beauty and nature with the excitement of shopping, dining and entertainment. Our outstanding location offers a secluded, wide stretch of beach with easy access to the area's most popular dining, shopping and recreation outlets. We are located less than 3 miles north of the Tanger outlets as well.

Beach Cove Resort features 320 oceanfront condominiums. Beach Cove Resort is proud to announce the newly renovated Town Center which includes a brand new game zone, oceanfront lounge, gift shop and coffee shop for our guests to enjoy. Other amenities include Tradewinds Cafe (our full-service restaurant), oceanfront fitness center, indoor and outdoor pools, lazy river, hot tubs, saunas, racquetball court and other recreational facilities. These are enhanced by our oceanfront tropically landscaped poolscape and Breeze's Pool Bar and Grill.



Guest Rooms A limited number of Oceanfront Suites have been reserved at a discounted rate of \$220 (1-bed) per night, plus applicable taxes, \$350 (2-bed) per night, plus applicable taxes, and \$450 (3-bed) per night, plus applicable taxes, **until Friday, July 5, 2024**. In order to receive this special rate, when making your reservation you must mention South East Regional Section "8" Housing Association (SERSHA). After July 5, 2024 or once the room block has been filled (**whichever comes first**), reservations will be accepted on a space and rate available basis. To make reservations, please call **1 888-974-5531** when making your reservation or use the direct link found on the SERSHA website at www.sersha.org.

Cut Off Date: *July 5, 2024.*

Check-in/Out Time: Check in time is 4:00 p.m.; check-out time is 11:00 a.m. (all guests arriving before this time will be accommodated as rooms become available).

Parking: No parking fee. Complimentary parking will accommodate 1 vehicle per room.

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South East Regional Section "8" Housing Association's "Riding the Waves of Knowledge"

SOME HAPPENINGS IN Myrtle Beach

There are many more activities in the area, you can check with the hotel concierge
Attractions

- 2nd Avenue Pier
- Alligator Adventure
- Barefoot Queen
- Board & Brush North Myrtle Beach
- Broadway Grand Prix
- Brookgreen Gardens
- Duplin Winery
- Family Kingdom Amusement Park
- Hannah's Maze of Mirrors
- Hollywood Wax Museum
- Horry County Museum
- Inlet Point Plantation
- La Belle Amie Vineyard
- LW Paul Living History Farm
- Miniature Golf
- Myrtle Beach Segway
- Myrtle Beach SkyWheel
- Myrtle Beach Zipline
- Myrtle Waves Water Park
- Patriots Point Naval & Maritime Museum
- Pavilion Park
- Ripley's Aquarium
- Sky Zone Trampoline Park
- Soar and Explore Zipline and Ropes Course
- The Funplex Amusement Park
- The Myrtle Beach Boardwalk
- The Slingshot
- WonderWorks at Broadway at the Beach
- Myrtle Beach Pelicans Minor League Baseball

Accommodations: Oceanfront Executive Suites: One bedroom with 2 queen beds, living room with a queen sleeper sofa, kitchenette, 1 bath and a private balcony with a direct view of the ocean. Beach Cove Resort features all oceanfront suites and condo, meaning everyone has a great view of the beautiful Atlantic Ocean.

Other amenities include:

- **Free in-room coffee**
- **Free wireless internet access**
- **Linens, towels, and complimentary toiletries.**
- **Complimentary parking**

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Summer Virtual Workshop Registration Form

Each registrant must complete this form, and it must be postmarked no later than July 5, 2024. There will be an additional \$25.00 charge for registrations postmarked on or after July 6, 2024. Cancellation requests must be made three (3) working days prior to the first day of the workshop, and a \$5.00 fee will be retained for administrative costs. Please email your cancellation request to **Cynthia Dixon**, Treasurer, at cmd_section8@earthlink.net.

Name/Title: _____

PHA/Organization: _____

Agency Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____ Phone: _____

Please check which session you plan to attend:

Customer Service HCV and Public Housing Track (Nan McKay)

_____ SERSHA Member	\$625
_____ Non-SERSHA Member	\$675

Financial Updates Track (Nan McKay)

_____ SERSHA Member	\$625
_____ Non-SERSHA Member	\$675

NSPIRE & Active Shooter Track (Dennis Morgan & Precision Tactics)

_____ SERSHA Member	\$700
_____ Non-SERSHA Member	\$750

_____ Late Fee (Postmarked/Received on or after July 6, 2024)	\$25
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Copy additional registration forms as needed. To register online, use the following link <https://form.jotform.com/241438719173158> or you may visit our website at www.sersha.org.

**Please make checks payable to Southeast Regional Section 8 Housing Association, Inc. (SERSHA) and mail to:

SERSHA
C/O Cynthia Dixon
PO Box 1482
New Bern, NC. 28563

For Questions, Email: cia.hcv.file@doa.nc.gov or call (984) 236-0171.



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MEMBERSHIP RENEWAL

October 1, 2024 - September 30, 2026

DUES WILL BE APPLICABLE FOR THE 2 YEAR PERIOD AND ARE PAYABLE WHEN BILLED BY THE MEMBERSHIP COMMITTEE. ALL MEMBERSHIPS EXPIRE ON SEPTEMBER 30 IN EVEN NUMBERED YEARS. RENEW NOW TO OBTAIN THE LONGEST MEMEBERSHIP! **NOTE: CHECK SHOULD BE RECEIVED ASAP FOR YOU TO BE INCLUDED IN THE 2024-2026 MEMBERSHIP DIRECTORY.**

SERSHA MEMBERSHIP OFFERS YOU: Free personal access to important HUD updates on SERSHA's social platforms, complete information on workshops, seminars, etc.; discounts on registrations; listing in the membership directory; and much more.

<u>CATEGORY</u>		<u>FEE</u>
<input type="checkbox"/> REGULAR	Every employee who is closely affiliated with and/or contractually related with a Section 8 Housing Program is eligible for membership	\$50.00
<input type="checkbox"/> ASSOCIATE	Associate members are those persons who wish to attend meetings but who are not closely affiliated with and/or contractually related to the administration of a local Section 8 Housing Program	\$30.00

(PLEASE TYPE INFORMATION BELOW – FORM MUST BE FILLED OUT COMPLETELY)

Name/Title: _____

HA/Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone # _____ Fax # _____ Email: _____

MAKE CHECK PAYABLE TO: SERSHA

MAIL TO:

SERSHA

c/o Cynthia Dixon

Twin Rivers Opportunities, Inc.

PO Box 1482

New Bern, NC 28563



SERSHA 2024 SPRING CONFERENCE AGENDA

Beach Cove Resort

Myrtle Beach, SC

Tuesday, August 6, 2024

12:00-3:00 p.m.

SERSHA Board Meeting

12:00-4:00 p.m.

NSPIRE Virtual Training with Mr. Dennis Morgan

- Overview of NSPIRE
- NSPIRE Program Regulations
- Developing and Revisiting Admin Plans and Processes
- NSPIRE Standards & Reporting Requirements

3:00-5:00 p.m.

Conference Early Registration

Wednesday, August 7, 2024

7:00-8:00 a.m.

Conference Registration

8:00-8:30 a.m.

Combined Opening Session

Customer Service in the PH & HCV Programs

Wednesday, August 7, 2024

Nan McKay & Associates

8:30

Welcome and Introductions

8:45

Introduction

- We Don't Have Customers, Do We?
- Group Discussion Activity
- Working in the Business of Providing Housing Services

10:15

Break

10:30

Introduction (continued)

- The Basic Elements of Excellent Service
- Basic Customer Needs
- Top-down Customer Service

12:00

Lunch (on your own)

1:00

Mission, Vision and Customer Service

- Barriers to Customer Service
- Systems Vs. Individual Performance
- Service Within and Between Departments
- Customer Service Points of Contact
- Verbal Communication Skills and Customer Service

3:00

Break

- 3:15 **Mission, Vision and Customer Service (continued)**
- Giving Good Customer Service When You Can't Say Yes
 - Dealing with Upset People
 - Listening Style Inventory Exercise
 - Customer Service and Confidentiality
 - Community Relations

5:00 **End of Day One**

Customer Service in the PH & HCV Programs
Nan McKay & Associates

Thursday, August 8, 2024

- 8:00 **Non-discrimination in Customer Service**
- Language Barriers
 - Prohibition Against Differential Treatment & Discriminatory Effects
 - Actions Against Private Landlords who have Illegally Discriminated
 - Other State and Local Fair Housing Laws
 - Participants with Disabilities

10:15 **Break**

- 10:30 **Non-discrimination in Customer Service (continued)**
- The Unique Role of the HCV Program
 - The Unique Role of the PH Program
 - An Overview of Federal Disability Discrimination Laws
 - Etiquette for Interviewing People with Disabilities
 - What You Cannot Ask an Applicant
 - What You Can Ask

12:00 Business Meeting/Banquet (Please be sure to wear your name badge & bring a door prize)

- 2:00 **Individual Working Styles**
Customer Service Policy/Plan
Learning Activities
- Style Self-Evaluation Questionnaire
 - Customer Service Self Evaluation
 - Customer Service Action Plan

3:30 **Break**

- 3:45 **Learning Activities (continued)**
- Housing Agency Evaluation
 - Owner Survey for HCV
 - Property Manager for PH

5:00 **End of Day Two-Certificates of Participation Awarded**

Financial Updates
Nan McKay & Associates

Wednesday, August 7, 2024

- 8:30 **Welcome and Introductions**
- 8:45 **HCV Program Funding**
- HCV Program Funding – Discussion related to the 2024 CY HAP Funding
 - Potential Funding Set-Aside Categories
- 10:15 **Break**

- 10:30 **HAP Cash Disbursements**
- Current Method of Cash Disbursements
 - Impact of Enterprise Voucher Management System (EVMS) to HAP Cash Disbursements
- 12:00 **Lunch (on your own)**
- 1:00 **Administrative Fees**
- Calculation of Administrative Fee Revenue
 - Impact of EVMS on Admin. Fees
 - Admin. Cost Eligibility
 - PIH Notice 2022-18
 - Understanding OMB Uniform Administrative Requirements and Cost Principles
- 3:00 **Break**
- 3:15 **Accounting for FSS Program Transactions**
- Accounting for the FSS Program
 - Accounting and uses of FSS escrow forfeitures
- 5:00 **End of Day One**

Financial Updates

Thursday, August 8, 2024

Nan McKay & Associates

- 8:00 **Utilization of HAP Funding**
- Projecting Units Leased
 - Exercises
- 10:15 **Break**
- 10:30 **Two-Year Tool**
- Example Use of the Two-Year Tool
- 12:00 Business Meeting/Banquet (Please be sure to wear your name badge & bring a door prize)**
- 2:00 **Two-Year Tool cont. & Voucher Management System (VMS)**
- General requirements
 - Reporting of Project Based Units
 - Reporting for MTW Agencies
- 3:30 **Break**
- 3:45 **Voucher Management System (VMS) cont.**
- 5:00 **End of Day Two-Certificates of Participation Awarded**

Active Shooter in the Workplace

Wednesday, August 7, 2024

Precision Tactics

- 8:30 **Active Shooter in the Workplace (PowerPoint presentation)**
- 10:15 **Break**
- 10:30 **Active Shooter in the Workplace (Simulation Training)**
- 12:00 **Lunch on your own**
- 1:00 **Human Trafficking**
- What is Human Trafficking
 - Safely Responding to a Potential Incident
- 3:00 **Break**

- 3:15 **Human Trafficking cont.**
- Human Trafficking in our area
 - Efforts to prevent Human Trafficking
 - Protecting the Public from Human Trafficking
 - Persecuting Perpetrators
- 5:00 End of Day One

Active Shooter in the Workplace with
Precision Tactics

Thursday, August 8, 2024

- 8:30 **Domestic Violence**
- Understanding Domestic Violence
 - Know the Signs
- 10:15 **Break**
- 10:30 **Domestic Violence cont.**
- What to do if you feel Someone is a Victim
- 12:00 Business Meeting/Banquet (Please be sure to wear your name badge & bring a door prize)**
- 2:00 **Self Defense for Front Line Workers** (PowerPoint presentation)
- 3:30 **Break**
- 3:45 **Self Defense for Front Line Workers** (PowerPoint presentation)
- Self Defense Techniques
 - Simulation Training
- 5:00 End of Day Two