

Tuesday Lunch Keynote: Together We Can GPS Our Way to Success

Speaker Bio

Dr. Karim R. Ellis is the #1 Breakthrough Strategist and has been featured in NBC, CBS, ABC, Yahoo! Finance, Wall Street Select, and FOX network affiliates as well as other major news outlets. A Dynamic Powerhouse Speaker with 20 years of experience in the field of speaking, training, and breakthrough success, Dr. Karim has also authored the Best-Selling book titled "G.P.S My Success". He is an individual that takes great pride in developing both leaders and champions. His messages and concepts help leaders to grow to the next level as he inspires an atmosphere of greatness in the lives he connects with daily.

Dr. Karim is the recipient of the 2022 Speakercon Motivational Speaker of the Year Award, recipient of the Presidential Lifetime Achievement Award, Two Time TEDx Speaker, Board Director with the International Institute of Influencers, member of the National Speakers Association, Past President with Toastmasters International, Co-Host of The Keynote TV Show, Les Brown Certified Platinum Speaker and the owner of several successful businesses for over 2 decades. As a founding partner of the John Maxwell Team, Dr. Karim speaks, inspires, and teaches Leadership & Professional Development principles to 50-60 organizations yearly. Some of these companies include...Ford Motor Company, Honda, General Electric, Toyota, Johnson & Johnson, Anthem, Kroger, Procter & Gamble, The United States Postal Service, Procter & Gamble, ODOT, The United States Military, The National Urban League, SHRM, TEDx and a host of many more. His YouTube channel has well over 200 video testimonials from both event planners and attendees that have heard him speak and HIGHLY RECOMMEND HIM!

All successful organizations understand that effective leadership is at the heart of every business. As a trainer/coach, Dr. Karim has several engaging group programs specifically designed to help take Leaders to the Next Level. When Dr. Karim delivers a message, he makes sure that the room absolutely "gets it". If you are ready for a fun, engaging, entertaining, and inspiring motivational speaker / trainer that will leave you amazed and on the edge of your seat then Dr. Karim R. Ellis is it!!!!

Session #1: Advanced Income and Assets

Speaker Bio

Bette Newcomer joined M&L Compliance Management in August 2014. Prior to joining MLCM, she was with the Cumberland County Housing & Redevelopment Authorities for 17 years as the Housing Management Director. Bette was responsible for the oversight of 13 LIHTC properties, a 130-unit Section 202 property, the USDA Rural Housing program and the Public Housing program. In addition, Bette has worked with the Project Based and Housing Choice Voucher programs.

Bette obtained her Housing Credit Certified Professional designation in January 2013, Novogradac Property Compliance Certification in 2016, and NCHM Certified Occupancy Specialist & MOR Specialist. Bette has been certified as a Tax Credit Compliance Site Manager through Quadel and has received her STAR certification in Rural Development (RD) 515 regulations and multi-family housing management principles.

Session #2: Ascending to Excellence - Perfecting Tenant File Organization

Speaker Bio

Allison Hendrick serves NDC Asset Management as Director of Operations, Eastern Pennsylvania. Allison is responsible for the oversight and management of the daily operations of NDC Asset Management's Eastern Pennsylvania & New Jersey portfolio. Allison joined NDC in 2005, previously serving as a Regional Property Manager out of our State College office. Allison's diverse portfolio consists of Conventional, Tax Credit, HOME, & Section 8 properties. Allison has been a licensed real estate agent in PA since 2005. Prior to joining NDC, Allison spent ten years in the banking industry working in collections and management.

Certifications: TCS, HCCP

Session #3: Motivating Yourself and Your Team During Challenging Times

Speaker Bio

Since 1991, Rick Capozzi has been delivering personal growth and development training. The world has been his classroom. As an international speaker and consultant, his travels have taken him throughout the globe.

Rick has worked with small businesses to Fortune 500 companies, elementary schools through Higher education, local churches to international ministries, and individuals to entire companies. His focus is primarily on soft skills such as nonverbal communication, memory, creative problem solving, interacting with varying personalities, life balance, time management, and much more. In 2007 he added programs on preparing for an armed intruder and recently human trafficking. His knowledge and usage of the art and science of communication are what earn him requests for frequent return visits and consistently high evaluations. He is the author of two inspirational/motivational books.

During his tenure at The Pennsylvania State University as a Learning Strategist with the Human Resource Development Center, he designed and or developed some of the department's most popular and highly evaluated programs. He continues to be an adjunct professor and consultant at PSU.

Rick has invested heavily in helping others with their personal growth and development. Rick's mission in life is to make a positive impact on the world by helping people realize and develop their true potential so they can live happily and positively impact the lives of others.

Session #4: Bridging the Digital Divide

Speaker Bio

Jennifer Whitley is an accomplished doctoral candidate at the Indiana University of Pennsylvania's (IUP) school of Professional Studies in Education, where she is pursuing a doctorate of education in curriculum and instruction. With a strong focus on adult education, the digital divide, and educational technology, Jennifer's research delves into the profound impact of these subjects on low-income families. Her passion for education and technology has been evident throughout her career, as she has worked with community-based educational organizations and even had a stint at tech

giant Apple Inc. Jennifer holds master's degrees in professional writing and web development from Chatham University and adult and community education from IUP. Presently, Jennifer serves as the Executive Special Projects Manager at the Allegheny County Housing Authority, where she has been diligently working for the past five years to bridge the digital divide for low-income public housing residents. Her tireless efforts include facilitating access to digital literacy classes, securing free or low-cost high-speed internet, and providing free or affordable tech devices like computers and tablets. During the height of the COVID-19 pandemic, Jennifer collaborated with T-Mobile to supply a local school district with over 200 internet-ready tablets, ensuring K-12 children could continue their education remotely.

Jennifer's remarkable contributions have garnered recognition, and in 2022, she was honored as one of the New Pittsburgh Courier's 40 Under 40, applauding her professional accomplishments, community engagement, and commitment to her church. Notably, she is also a certified Mental Health First Aid instructor, empowering low-income housing communities with valuable knowledge about mental health. Continuing to share her expertise, Jennifer is slated to present at the American Association for Adult and Continuing Education's annual conference this fall. Her presentation will illuminate the transformative potential of technology in adult education, further solidifying her as an advocate for innovative and inclusive learning practices.

Session #5: CESC/CFSC: SC Liability

Speaker Bio

As vice president of supportive services for Pennrose, Shannon Mowery oversees the development of supportive services plans and delivery of services at all properties. She also leads activities and communications with company affiliates related to supportive services that enhance residents' quality of life.

Mowery's critical role is overall responsibility for new program design and implementation, as well as working with Pennrose Development team members. Shannon establishes and manages community partnerships, including those needed for low-income housing tax credit and Federal Home Loan Bank applications, and ensures that every site within the Pennrose 148-property portfolio meets the individual program obligations that were part of each property's original plan.

Mowery has more than 23 years of supportive services experience in varied fields. Before joining Pennrose, she was the family living program coordinator for Threshold Rehabilitation Services, where she ensured all safety measures were being met by assigned family living providers and consumers, advocated on behalf of persons with disabilities and conducted monthly pre-service trainings to ensure compliance with all state and agency regulations.

Mowery is a board member of the Pennrose Foundation, a nonprofit charitable organization that further enhances the company's mission of transforming communities.

Shannon received a bachelor's degree in biobehavioral health from Penn State, with a minor in human development and family studies, and is a certified mental health first aid instructor, certified occupancy specialist and a fair housing specialist.

Session #9: Navigating the Affirmative Fair Housing Marketing Plan

Speaker Bio

Susie Ortega: She is currently a Compliance Manager at M&L Compliance. Susie has 20 years of experience in the affordable housing industry, from property manager, to eleven (11) plus years conducting compliance reviews at PHFA as a Housing Management Representative, to now conducting affordable housing compliance reviews and training for her clients at MLCM. Susie has an extensive background in the LIHTC, HOME, and HUD programs.

Chuck Keenan: Chuck Keenan is the Administrator in the Bureau of Homeless Services for the Allegheny County Department of Human Services (DHS) in Pittsburgh, PA. He is responsible for coordinating all aspects of Allegheny County's housing initiatives within DHS and working with organizations outside of his agency in order to fully utilize affordable housing resources for DHS consumers. Chuck has over 20 years of experience working in the affordable housing and disability fields. He has a Masters of Public Administration degree from the Pennsylvania State University and a Bachelors degree in English and Political Science from Allegheny College.

Session #11: Human Trafficking Crisis

Speaker Bio

Since 1991, Rick Capozzi has been delivering personal growth and development training. The world has been his classroom. As an international speaker and consultant, his travels have taken him throughout the globe.

Rick has worked with small businesses to Fortune 500 companies, elementary schools through Higher education, local churches to international ministries, and individuals to entire companies. His focus is primarily on soft skills such as nonverbal communication, memory, creative problem solving, interacting with varying personalities, life balance, time management, and much more. In 2007 he added programs on preparing for an armed intruder and recently human trafficking. His knowledge and usage of the art and science of communication are what earn him requests for frequent return visits and consistently high evaluations. He is the author of two inspirational/motivational books.

During his tenure at The Pennsylvania State University as a Learning Strategist with the Human Resource Development Center, he designed and or developed some of the department's most popular and highly evaluated programs. He continues to be an adjunct professor and consultant at PSU.

Rick has invested heavily in helping others with their personal growth and development. Rick's mission in life is to make a positive impact on the world by helping people realize and develop their true potential so they can live happily and positively impact the lives of others.

Session #14: Youth Engagement

Speaker Bio

Rachael has more than 10 years of experience as a supportive services coordinator with Pa. Interfaith Community Programs, Inc., based in Gettysburg Pennsylvania. Rachael works with both senior and family properties and has PHFA certifications for Elderly Service Coordination and Family Services Coordination. Rachael strives to create innovative programming at her properties, including a successful after-school program and a senior exercise program. She holds a Bachelor's degree in sociology from Shippensburg University.

Session #15: Safe Housing is Essential: Supporting Survivors of Domestic Abuse

Speaker Bio

Maria Williams is the Director of Housing at the Pennsylvania Coalition Against Domestic Violence. She specializes in the development and implementation of housing strategies, funding, and flexible direct service supports for survivors. Maria provides training and technical assistance to both domestic violence programs and housing organizations in Pennsylvania, and across the country, that are creating survivor driven, trauma informed services and innovative emergency and longer-term housing initiatives.

Alexandra Cantrell is the Housing Advocacy & Policy Manager at the Pennsylvania Coalition Against Domestic Violence (PCADV) and has worked in the movement to end violence for more than 10 years. In her position at PCADV, she provides technical assistance and training to domestic violence housing programs with a focus on Domestic Violence Housing First philosophy and data collection needs/analysis. She also supports the legislative policy work at PCADV as it intersects with housing protections for survivors of domestic violence. Prior to joining PCADV, Alexandra worked at a domestic violence clinic during law school, at the National Domestic Violence Hotline and at a rural domestic violence program. Most recently, Alexandra worked at the Texas domestic violence coalition where her focus was comparable database support and domestic violence legislative policy.

Tara Ulrich began working in the movement to end domestic violence as a Community Educator in 2013, providing domestic violence and sexual violence prevention education to community members. Shortly after, Tara became director of a HUD-funded transitional housing program for women combatting substance use disorders and experiencing homelessness. Tara has continued her work at the intersections of trauma, homelessness, and substance use by operating other successful DV Housing First programs, as well as other housing modalities that support survivors. Most recently, Tara's work has taken her to the Pennsylvania Coalition Against Domestic Violence where she supports member programs in implementing and administering DV Housing First programs throughout the state.

Session #16: Stronger Together: Collaboration and Creative Solutions to End Homelessness

Speaker Bio

Chris Kapp has been active in the housing/homelessness field for 23 years now, working across the Eastern US, focusing on marginalized youth, poverty issues, homelessness eradication, and systems-level collaboration. They have helmed homeless shelters, drug and alcohol halfway houses, and drop-in centers for the homeless, developed arts programming curricula for underprivileged youth, revitalized holiday assistance services, and strategized and campaigned for community- and county-wide information sharing programs. They now work as the coordinated entry regional manager for the Central Valley Regional Homeless Advisory Board, through the Cumberland County Housing Authority. They currently serve on the governing board of the Eastern PA Continuum of Care, on the HUD Regional Rural Homelessness Advisory Council, and the board of the Charles Bruce Foundation. For the past two years, Chris has field produced the National Homeless Memorial Blanket Project at the US Capitol for the Charles Bruce Foundation, and is the author of the play #IWillBeYourVoice: Stories of Homelessness and Hope.

Session #17: PHFA's Hot Topic Zipline: Maneuvering Through Utility Allowances, Request for Replacements (RFR) Accounts, and Internal Rent Subsidies Part 1

Speaker Bio

Sherri Alleman: Energy Analyst

Kurt Livering is the Manager of Financial Operations. He has been with the Agency for 9 years. He has a staff of four Financial Analysts and an Insurance Officer. Kurt and his staff monitor nearly 500 portfolio properties and an additional 700 tax credit only properties totaling nearly 66,000 units. His department is responsible for reviewing annual audits, annual operating budgets, financial performance reviews (memo's), and quarterly operating reports. In addition, his

department is responsible for maintaining and authorizing payments from the following reserves/escrows: Operating Reserve, Rental Subsidy, Supportive Services Escrow, Tax, Insurance, and the RFR.

Michael Hausher has been a Technical Service Representative for almost a year. Prior to this position, he was a Carpenter both in the union and non-union for almost 20 years.

Session #21: Inclusive Disaster Shelter Services

Speaker Bio

Ceena Jenkins has been an employee of the PA Department of Human Services (DHS) since 2007 and graduated with a Bachelor of Science from Albright College in 2008. She joined the Disaster Human Services Response Team in October 2019 and became a member of the PA DHS Functional Assessment Service Team. In 2020, she became the Mass Care Disaster Disability Integration Coordinator for the Department and promotes inclusion and equal access to disaster services.

Michele is a lifelong resident of Westmoreland County. She is married, and together they have 4 adult sons. She has been a social worker for almost 25 years. Of those 25 years 22 years have been spent with Westmoreland County. She served 11.5 years in the District Attorney's Office as a Victim Advocate, 7.5 with the Area Agency on Aging as a Care Manager and Administration, and most recently, her current position is with the Department of Public Safety as the Access and Functional Needs/Recovery Coordinator. She also serves as the co-lead for the Westmoreland County Human Services and Preparedness Coalition which is Westmoreland County's version of a VOAD. She is a Youth Mental Health First Aid trainer and sits on several agency committees throughout the County.

Alexis (Lex) Gingell holds a Masters Degree in Applied Developmental Psychology from the University of Pittsburgh. Her passion and dedication for helping others was founded in her years and experiences in the foster care and mental health systems as a child. Currently, Lex is the Program Coordinator for Autism Services Education Resources and Training (ASERT) Collaborative in the Western Region of Pennsylvania. She is a Mom of three and thrives off of all things Pittsburgh, family, sunshine and adventure.

Session #23: Teens & Money 101

Speaker Bio

Holly Chase-Zugay is a financial educator, writer, and presenter specializing in community-based financial education for adults. She has worked with national, state, and local non-profit organizations and government agencies in the areas of financial education program development, training, outreach, and delivery. Ms. Zugay has extensive experience with at-risk populations including, low-income families in subsidized housing, homeowners facing foreclosure, veterans transitioning from homelessness, ex-offenders preparing for re-entry, and people with disabilities. Ms. Zugay is currently the senior financial education officer with the Pennsylvania Housing Finance Agency (PHFA). In this capacity, she leads the financial literacy initiatives and training across the organization, including housing counseling and education, housing services, and mortgage servicing divisions. Ms. Zugay designed PHFA's flagship financial education program, Building Your Financial House. Ms. Zugay holds a BS degree in chemistry from the University of Wisconsin and is a Certified Financial Planner™ (CFP®). She is president of the Speyer Foundation and board member of the Capital Region Ex-offender Support Coalition and board treasurer for the Association of Financial Counseling and Planning Education (AFCPE). Ms. Zugay co-authored the EIFLE™ award winning financial education program, Right on the Money: Talking Dollars and

Sense with Parent and Kids and is the 2018 recipient of the Mary Ellen Edmonson Financial Educator of the Year awarded by the AFCPE. Her work has also been recognized by the National Council of State Housing Agencies (NCSHA) and the National Association of Housing and Redevelopment Officials (NAHRO).

Session #24: Senior Round Table

Speaker Bio

Alicia earned her bachelor's degree from Millersville University in Business Administration/ Management as well as completing 24 Education credits from Alvernia University. She has been with PHFA for 13½ years and is currently the Senior Housing Services Representative for Eastern PA Counties. She administers the Certificate in Elder Service Coordination Program (CESC) which received a Special Achievement Award from NCSHA in 2015. Prior to joining PHFA, she worked for AIMCO in the role of Senior Resident Services Coordinator for 5 ½ years and earned the designation of Professional Service Coordinator from the American Association of Service Coordinators (AASC).

Session #25: PHFA's Hot Topic Zipline: Maneuvering Through Utility Allowances, Request For Replacements (RFR) Accounts, and Internal Rent Subsidies Part 2

Speaker Bio

Sherri Alleman: Energy Analyst

Wade Romberger: 13 years with Agency as Staff Engineer and Utility Coordinator. Development plans reviewer for Electrical, Mechanical systems.

Session #28: CyberSecurity

Speaker Bio

Kris Clymans is originally from the Raystown Lake area of Pennsylvania and now resides in the Harrisburg area with his wife Jodi and three kids (Andrew, Matthew, and Katie). Kris graduated from Juniata College in 1995 with a BS in Psychology. His IT career began by working as an academic computer lab assistant and later the college's UNIX systems manager. After college, he began working in the Information technology field in a variety of roles including three years as a consultant. Kris began his career at PHFA in 1999 and now leads the IT Operations, Support and Security teams. While at the Agency, Kris completed a Master's Degree in Information Systems from Shippensburg University, the Certified Government Chief Information Security Officer program at Harrisburg University of Science and Technology and obtained the Certified Information Systems Security Professional certification from ISC2.

Ned Einsig III started his tech journey in high school when he enrolled at York County School of Technology for Network Systems & Cyber Security. During his time there he won a regional competition for Computer Systems Troubleshooting and finished top 10 in the state. Ned attended Pennsylvania State University for Information Science and Security & Risk Analysis while interning and contracting for multiple businesses in south-central Pennsylvania. Following that would be a six year tenure with the Department of Defense with stints at the National Security Agency and Defense Information Systems Agency. During those six years Ned received multiple awards for securing contractor sites and insights into network vulnerability mitigations. Currently Ned leverages his diverse background in I.T. to apply defense-in-depth at

Pennsylvania Housing Finance Agency. Ned is from York PA, is married (Courtney) with three kids (Crystil, Anabelle, Jacob) and enjoys long distance running in his free time.

Joe Harford was born and raised in the suburbs of Philadelphia. He was the first in his family to go to college and graduated with a Bachelor of Science degree from the Pennsylvania State University in 1989. Additionally, while working at Penn State, he graduated with his master's degree in Workforce Education and Development in 1995. During his career Joe worked in several organizations in hospitality, manufacturing, and most recently in the technology sector. In 2000 while working at a technology firm he realized that he had the opportunity to start his own company along with two other partners. In 2001, Joe began the Reclamere company and has been operating that company for the last 22 years. In May of 2019, he graduated with his Ph.D. from Penn State in Workforce Education and Development. He is married to Karen, has 3 sons (Naithan, Matthew, and Michael), one granddaughter (Norah), and 2 dogs (Lacie and Remi).

Session #29: Senior Round Table

Speaker Bio

Alicia earned her bachelor's degree from Millersville University in Business Administration/ Management as well as completing 24 Education credits from Alvernia University. She has been with PHFA for 13½ years and is currently the Senior Housing Services Representative for Eastern PA Counties. She administers the Certificate in Elder Service Coordination Program (CESC) which received a Special Achievement Award from NCSHA in 2015. Prior to joining PHFA, she worked for AIMCO in the role of Senior Resident Services Coordinator for 5 ½ years and earned the designation of Professional Service Coordinator from the American Association of Service Coordinators (AASC).

Session #30: Voting Final Destination

Speaker Bio

Jennifer Santiago serves as Resident Services Manager, leading a team of Resident Services Coordinators who provide support and services to residents throughout HDC's apartment communities. Her work at HDC encompasses leadership of the resident-facing efforts with resident engagement and racial equity. Jennifer has over a decade of experience working in the social services sector working with adolescents, lower-income families, and seniors. Jennifer lives in Lancaster County and earned her Bachelor of Arts in Social Work from Millersville University in 2011. She currently sits on the board of Leadership Lancaster and the Office of Aging Advisory Council.

Wednesday Lunch Keynote: Cultural Competency: Beyond Diversity and Inclusion Servicing the Culture of Poverty

Speaker Bio

Dr. Sheffield, a graduate of New Brighton High School class of 1965, received his B.A. in Secondary Education from Geneva College in 1969, and his Masters in Education from Slippery Rock University in 1974. He earned his doctorate in Higher Education from Penn State University in 1989. Although Dr. Sheffield is a PA certified secondary school teacher, he spent most of his career in higher education and 26 years at Penn State University until his retirement in September, of 2002.

He is the former administrative assistant to Joe Paterno and Director of the Academic Support Center for Student Athletes at Penn State. Prior to retirement, he served as Director of Diversity Outreach for the Office of the Outreach and Cooperative Extension.

He was also an adjunct faculty member for the department of curriculum and instruction.

Dr. Sheffield provides training for corporations, businesses and schools. His school presentations are models for teachers/educators in the areas of instructional strategies, motivation, culture and learning, as well as, evaluation and self-assessment.

In addition, he conducts workshops for parents in maximizing the potential of their children. He is the founder and president of TAME Inc. (Techniques Assisting Motivation and Excellence), a consulting firm dedicated to cultural excellence by helping schools, families, social service systems, and businesses understand the “practice” of high performance by embracing cultural competency. His most recent work includes merging cultural competency with a “Do No Harm” Pledge.

A major emphasis of Dr. Sheffield’s work is helping parents manage the academic development of their children. He has developed programs that incorporate excellence training at home and delivered numerous workshops for improving parenting skills. His academic experience, family background and athletic training have given him a unique perspective on the essence of excellence and high performance. He is the author of the book “Practice Makes Perfect—Not! Excellence is a Habit”.

Dr. Sheffield is a life-long member of St. John-Wayman A.M.E. Church in Bridgewater, PA . He is the son of the late Rev. Eugene and Bessie Sheffield. He is a recipient of the NAACP Humanitarian Award (2017), Father of the Year Award (2018) and Citizen of the Year Award from the Beaver County Chamber of Commerce in 2019.

Dr. Sheffield currently serves as the Cultural Competency Trainer for the Beaver County System of Care, Equity Leadership Consultant for the PA Department of Education, and Escaping Poverty Trainer for the Housing Authority of Beaver County and statewide.

He is a father of three adult sons, and four grandchildren and resides in Beaver Falls, PA.

Session #33: Don’t Get Lost in the Woods: Prepare Your Management Review Toolkit

Speaker Bio

Chennelle Echevarria is a Housing Management Representative for the Pennsylvania Housing Finance Agency. She has been with the Agency since November 2021 and works in the Norristown office. Chennelle has over 9 years of experience in the Affordable Housing Industry and holds certifications in LIHTC, Public Housing Management, and as Housing Choice Voucher Specialist. Additionally, Chennelle possesses a Bachelor of Arts and an MBA from Widener University.

Lori Staggert – Housing Management Representative

30 years of Housing Management Experience

Making a difference one day at a time!!

Tina: Housing Management Representative with the Pennsylvania Housing Finance Agency. I joined the PHFA team in September of 2022 and I work in the Norristown office. Previously I worked as a Property Manager in Affordable Housing programs at which time I obtained certifications in Tax Credit, Certified Occupancy Specialist and as a Real Estate Salesperson. Prior to my experience as a Property Manager, I worked in various roles managing Facility Maintenance programs nationally. As an Operations and Property Management professional I understand the hard work that it takes to successfully facilitate the many aspects of an Affordable Housing Program to fulfill the affordable housing needs in our communities. I am proud to be a part of the Agency and to assist in facilitating programs that bring affordable housing to low-income families.

Session #35: Leveraging the Animal within you for Improved Relationships and Productivity

Speaker Bio

Since 1991, Rick Capozzi has been delivering personal growth and development training. The world has been his classroom. As an international speaker and consultant, his travels have taken him throughout the globe.

Rick has worked with small businesses to Fortune 500 companies, elementary schools through Higher education, local churches to international ministries, and individuals to entire companies. His focus is primarily on soft skills such as nonverbal communication, memory, creative problem solving, interacting with varying personalities, life balance, time management, and much more. In 2007 he added programs on preparing for an armed intruder and recently human trafficking. His knowledge and usage of the art and science of communication are what earn him requests for frequent return visits and consistently high evaluations. He is the author of two inspirational/motivational books.

During his tenure at The Pennsylvania State University as a Learning Strategist with the Human Resource Development Center, he designed and or developed some of the department's most popular and highly evaluated programs. He continues to be an adjunct professor and consultant at PSU.

Rick has invested heavily in helping others with their personal growth and development. Rick's mission in life is to make a positive impact on the world by helping people realize and develop their true potential so they can live happily and positively impact the lives of others.

Session #36: Inspiring Well Being through Mindfulness

Speaker Bio

Stephanie M. Romero, EdD, has 20+ years of experience teaching all levels, from elementary students to adults. She has been a mindfulness meditation practitioner since the early 2000s. To join her mindfulness practice with her professional life, Stephanie spent three years researching mindfulness in education for her dissertation, which led her to create the nonprofit Awaken Pittsburgh, bringing mindfulness to local communities and high stress organizations. Stephanie is committed to the life-long journey of being antiracist and working for social justice

Session #38: CFSC 101

Speaker Bio

Dawn Bartha holds a BS in Psychology from Slippery Rock University with a minor in Women's Studies and a Masters of Science in Counseling from Duquesne University. During her graduate work, she focused on "at risk" students, ensuring they were equipped with the skills and resources needed to succeed. Her diversified experience includes case management, in home therapy and behavior modification, home care for those with Alzheimer's and traumatic brain injuries and classroom education, prek-12th grade. In addition, Dawn has extensive experience in affordable housing, working as a resident service coordinator for over 5 years before moving to Pennsylvania Housing Finance Agency. After being the housing services representative for western Pa for a little over 6 years, in March of 2022, Dawn accepted the Manager of Housing Services, where she hopes to continue to be an advocate for supportive services, ensuring individuals can obtain self-sufficiency and age in place. Dawn enjoys spending time with her family (including her canine furbabies), volunteering as a community sports coach, reading mindless mysteries and daydreaming about traveling the world!

Session #41: HOTMA

Speaker Bio

Susie Ortega: She is currently a Compliance Manager at M&L Compliance. Susie has 20 years of experience in the affordable housing industry, from property manager, to eleven (11) plus years conducting compliance reviews at PHFA as a Housing Management Representative, to now conducting affordable housing compliance reviews and training for her clients at MLCM. Susie has an extensive background in the LIHTC, HOME, and HUD programs.

Bette Newcomer joined M&L Compliance Management in August 2014. Prior to joining MLCM, she was with the Cumberland County Housing & Redevelopment Authorities for 17 years as the Housing Management Director. Bette was responsible for the oversight of 13 LIHTC properties, a 130-unit Section 202 property, the USDA Rural Housing program and the Public Housing program. In addition, Bette has worked with the Project Based and Housing Choice Voucher programs.

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Session #44: Medicare Fraud Prevention

Speaker Bio

Dan Milloy is the Outreach and Engagement Supervisor for the Senior Medicare Patrol (SMP) at CARIE, where he has worked on Medicare fraud prevention for the past four years. A graduate of The Pennsylvania State University (B.S.) and Saint Joseph's University (M.S.), Dan has utilized his healthcare administration coursework and subsequent experience to improve the well-being of older adults across Pennsylvania. Dan's professional interests lie within outreach program management, partnership and engagement cultivation, and older adult advocacy, while his personal interests include beating his brother in video games, watching sports, and cooking Italian-American meals for family and friends."

Session #46: Disability Culture/Awareness

Speaker Bio

Karen Koch (pronounced Coke) has been an Advocate in the Disability Community for over 30 years. She is employed at Roads to Freedom Center for Independent Living where she serves as the Advocacy Coordinator for eight counties. Karen provides both one on one and systems advocacy services to assist with the removal of barriers to promote inclusive, integrated, communities. Karen works closely with the Pennsylvania Council on Independent Living (PCIL) and the PA State Independent Living Council (SILC) to promote Independent Living. She is a member of the National Council on Independent Living (NCIL) and a member of the Mid-Atlantic ADA Training Leadership Network and serves as the Vice President of the Lycoming County PA League of Women Voters (MAL.) where she promotes voting equity and access for all. Karen is currently working to obtain her certification as an A.D.A. Coordinator. Karen resides in Trout Run Pa with her husband Bill. In her spare time, she enjoys gardening, swimming, fishing, camping, and cast-iron cooking.

Session #48: Family Round Table

Speaker Bio

Rachael has more than 10 years of experience as a supportive services coordinator with Pa. Interfaith Community Programs, Inc., based in Gettysburg Pennsylvania. Rachael works with both senior and family properties and has PHFA certifications for Elderly Service Coordination and Family Services Coordination. Rachael strives to create innovative programming at her properties, including a successful after-school program and a senior exercise program. She holds a Bachelor's degree in sociology from Shippensburg University.

Tiffany Holden is a very experienced highly motivated public speaker who loves to encourage others. She is very experienced in the supportive services field and have been working with Pennrose Management Company for 19 years. She is also a Pastor and very active in uplifting and revitalizing the community in which she lives. Driven by devotion and dedication she takes pride in helping others grow mentally, professionally and spiritually. Many individuals as well as families rely on Tiffany to bring inspiration and guidance to their lives. Her experience in the supportive services field, being a Pastor and motivational speaker gives Tiffany the unique perspective into the real struggles that Corporations and Businesses face during these difficult times. Her goal is to ensure quality service and provide a blueprint that every person regardless of what field they are working in can follow.

Stephanie is the Resident Resource Coordinator for Housing and Neighborhood Development Services in Erie, PA for the past 11 yrs. She covers multiple properties including housing for Seniors, Families, and persons with disabilities. She has a Bachelor's Degree in Social Work with a minor in Sociology from Edinboro University and has experience in many areas including mental health, hospital case management, and Crisis Management. Stephanie has been married for 12 yrs. and has 4 step children. She also recently became a grandmother and has a dog named Bentley who is her pride and joy!

Thursday Breakfast Keynote Speaker, Changing Mind: Stories Over Stigma

Speaker Bio

Jordan Burnham is professional public speaker on mental health and suicide prevention, as a part of the Minding Your Mind Speakers Bureau. He is a survivor of a suicide attempt, during his senior year of high school, and shares his powerful story of fighting depression and finding recovery.

Jordan has received numerous accolades for his work in mental health advocacy, over the last ten years. He's been featured in Sports Illustrated, PEOPLE Magazine and USA Today. He has also appeared on Dr. Phil, The Early Show, CNN, Good Morning America and ESPN's E:60. His piece "Unbreakable" with E:60 was nominated for an Emmy. Most recently, Jordan was interviewed by Anderson Cooper for the CNN special, "Finding Hope: Battling America's Suicide Crisis".

In 2008 he addressed a Congressional briefing on Capitol Hill and in 2013 he was invited to the White House for the National Conference on Mental Health, hosted by President Obama and Vice President Biden.

Session #49: Special Claims - A Mountain Worth Climbing

Speaker Bio

Monique R Snyder is a Special Claim Analyst II with the PA Housing Finance Agency. She began her career a property managed and has twelve years of experience managing multiple sites in the York area. In 2005 she was hired by PHFA as a Voucher Analyst in the Housing Management Division and quickly advanced to role as Special Claims Analyst in 2007. In the following years, she has fine-tuned her skills processing special claims and reaching the rules and procedures pertaining to them. In 2011, she wrote a special claims processing procedure manual for PHFA Housing Management Staff. Monique also presented "What's So Special About Special Claims?" at the 2014 and 2015 PHFA Housing Services Conference in Scranton, PA and Pittsburgh, PA, "Special Claims Made Easy" at the 2016 PHFA Conference in King of Prussia, PA and "Understanding HUD Special Claims" at the 2018 PHFA Conference in Pocono Manor, PA.

Session #51: Rent up procedures: The Adventure Begins Here

Speaker Bio

Allison Hendrick serves NDC Asset Management as Director of Operations, Eastern Pennsylvania. Allison is responsible for the oversight and management of the daily operations of NDC Asset Management's Eastern Pennsylvania & New Jersey portfolio. Allison joined NDC in 2005, previously serving as a Regional Property Manager out of our State College office. Allison's diverse portfolio consists of Conventional, Tax Credit, HOME, & Section 8 properties. Allison has been a licensed real estate agent in PA since 2005 Prior to joining NDC, Allison spent ten years in the banking industry working in collections and management.

Certifications: TCS, HCCP

Andrea Biller: Financial Analyst for PHFA for the past 3.5 years

Lori Staggert – Housing Management Representative I

30 years of Housing Management Experience

Making a difference one day at a time!!

Karen Anderson is a Housing Management Representative for the Pennsylvania Housing Finance Agency. She is an industry professional with numerous years of successful experience in the Affordable Housing Industry. Karen holds her certifications in SCS, CPO, AHM, and Fair Housing Certifications.

Session #53: Pathways to Resident Engagement

Speaker Bio

Debbie Gable serves as HDC Vice President of Resident Services, leading a team that provides supports to residents that promote economic mobility, housing stability, and health and wellness. For over 35 years, Debbie has dedicated her career to advancing equity and promoting human dignity through work in nonprofit and social service organizations. Debbie earned a B.S. in Individual and Family Studies from Penn State University, and an M.A. in Human Sciences and Psychology from Hood College.

Session #54: MGR/SC Relationships & Confidentiality

Speaker Bio

Alicia earned her bachelor's degree from Millersville University in Business Administration/ Management as well as completing 24 Education credits from Alvernia University. She has been with PHFA for 13½ years and is currently the Senior Housing Services Representative for Eastern PA Counties. She administers the Certificate in Elder Service Coordination Program (CESC) which received a Special Achievement Award from NCSHA in 2015. Prior to joining PHFA, she worked for AIMCO in the role of Senior Resident Services Coordinator for 5 ½ years and earned the designation of Professional Service Coordinator from the American Association of Service Coordinators (AASC).