Dear NAHC Members and Conference Attendees,

Viva Las Vegas and NAHC’s 56th Annual Conference. What happens in Las Vegas stays in Las Vegas.

This year’s theme “Roll Away Your Cooperative’s Dicey Issues” reflects the educational programming at each NAHC Annual Conference, which is something we are proud of. We invite you to utilize the valuable, practical content from each session to improve your cooperative.

This year’s Opening General Session Keynote Speaker is NAHC’s own Judy Sullivan, our Governmental Relations Representative. Judy will shed light on the political world in DC and give you tools to use to influence your Federal Legislatures on a grassroots level.

NAHC would like to encourage all attendees to look into our Registered Cooperative Managers (RCM) certification track. We’re pleased to announce that we have a record number of attendees for the RCM program, which includes new certifications and re-certifications (now available online). The Class on Friday October 29th at 2:00 pm is for Board Members only – “Understand an RCM and What They Do.”

You can also engage with other attendees at the networking reception, luncheons and tours. Stop by the registration desk for more information and to sign-up.

Last year, NAHC unveiled its social media campaign and we urge all the attendees to participate. This year we step it up with a NAHC conference app, available for download here http://eventmobi.com/nahc2016/. With this app you can customize your conference agenda, communicate with other attendees and more (see the back cover for more info). NAHC will be unveiling our new “Cooperative Share Listing” website resource as well, where you can list available cooperative’s memberships.

Please help those who help NAHC. Visit and talk to our exhibitors and see what they can offer you and your cooperative.

I would like to thank the great staff of Bostrom and NAHC’s Membership Services Committee for planning this year’s Conference; the Board of Directors and I hope you enjoy it!

Cooperatively yours,

Gregory Carlson
President, National Association of Housing Cooperatives

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Engage with NAHC on Social Media:
Twitter – @NAHC1960  |  Facebook – National Association of Housing Cooperatives
#NAHC16

And don’t forget to download the Conference app!
(More information on the back cover of this program)
Keynote Speaker

Judy Sullivan

Judy Sullivan has over 25 years of comprehensive government relations experience representing the National Association of Housing Cooperatives (NAHC) on a wide variety of issues including Department of Housing and Urban Development (HUD) reverse mortgages for senior cooperators, Federal Emergency Management (FEMA) Disaster Relief; Homeland Security (DHS) flood insurance, and Department of Veteran Affairs (VA) benefits, as well as tax issues for housing cooperatives. Judy is responsible for managing all congressional and federal regulatory issues of interest to NAHC. She also represents NAHC’s participation in a number of coalitions involved with cooperative, multifamily housing and tax issues.

In 2010, Judy was honored as the recipient of the Jerry Voorhis Award, NAHC’s highest honor, in recognition of her significant record of leadership in the housing cooperative community.

In addition to her work for NAHC, Judy has also represented First Rochdale Cooperative NYC and previously served as Government Relations Specialist with Van Ness Feldman LLC.

Judy is a graduate of DePaul University in Chicago, Illinois.
**Conference Schedule**

For more details, see page 08

**Pre-Conference RCM Workshop**

**Monday, October 24**
Registered Cooperative Manager Course, Part II/*
9:00 a.m. – 5:00 p.m.

**Tuesday, October 25**
Registered Cooperative Manager Course, Part II/III/*
9:00 a.m. – 5:00 p.m.
Registered Cooperative Manager Recertification Ethics Course*
1:00 p.m. – 5:00 p.m.

**Annual Conference**

**Wednesday, October 26**
Conference Registration
8:00 a.m. – 5:00 p.m.

NAHC Board of Directors Meeting
9:00 a.m. – 12:00 p.m.

Hoover Dam/Boulder City Tour*
9:00 a.m. – 3:30 p.m.
Meet in lobby at hotel’s Porte Cache main entrance across from the front desk at 8:45 a.m.

Lake Mead Cruise Tour*
10:30 a.m. – 3:00 p.m.
Meet in lobby at hotel’s Porte Cache main entrance across from the front desk at 10:15 a.m.

Downtown Freemont Street Tour with Lunch*
11:00 a.m. – 4:00 p.m.
Meet in lobby at hotel’s Porte Cache main entrance across from the front desk at 10:45 a.m.

First Time Attendee Orientation
5:00 p.m. – 6:00 p.m.

Opening Reception “Las Vegas Style”
6:00 p.m. – 7:30 p.m.

**Thursday, October 27**
Conference Registration
8:30 a.m. – 5:00 p.m.

Exhibit Hall Open
8:30 a.m. – 5:00 p.m.

Coffee Break sponsored by
8:45 a.m. – 9:00 a.m.

Opening General Session & Keynote Speaker
9:00 a.m. – 10:30 a.m.

Concurrent Breakout Sessions
10:45 a.m. – 12:15 p.m.

Strut Your Stuff: Cooperative Pride Luncheon
12:15 p.m. – 1:45 p.m.

Concurrent Breakout Sessions
2:00 p.m. – 3:15 p.m.

Refreshment Break
3:30 p.m. – 3:45 p.m.

Coffee Break
8:45 a.m. – 9:00 a.m.

Concurrent Breakout Sessions
9:00 a.m. – 12:15 p.m.

Awards Luncheons sponsored by
12:15 p.m. – 1:45 p.m.

Concurrent Breakout Sessions
2:00 p.m. – 3:15 p.m.

Refreshment Break
3:30 p.m. – 3:45 p.m.

Candidates Forum: Meet Your Board Candidates
5:15 p.m. – 6:15 p.m.

Member Association Caucuses
5:45 p.m. – 6:30 p.m.

**Saturday, October 29**
Annual Meeting of Members
9:30 a.m. – 11:00 a.m.

NAHC Board of Directors Meeting
11:00 a.m. – 12:00 p.m.

Mob Museum & Freemont Street Tour*
1:00 p.m. – 5:00 p.m.
Meet in lobby at hotel’s Porte Cache main entrance across from the front desk at 12:45 p.m.

*Separate Registration Fee Required

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**Onsite Services and Conference Information**

**Lost and Found**
If you have misplaced an item, please call the Monte Carlo Las Vegas Resort and Casino lost and found department at extension 37184 from any house phone. All items found will be turned into the hotel staff as soon as possible.

**Conference App**
The NAHC Annual Conference app is now available at eventmobi.com/nahc2016. See back cover for more information on how to download.

Some of the features of the app are:
- Send messages to other attendees! Setup dinner plans, reach out to people you know and expand your network. To message other attendees, select the Profile icon, login with the email you registered with and select Message, then Start a Conversation.
- Customize your agenda: View all the sessions & create a custom agenda based on the tracks you’d like to attend. Simply view the Sessions and select Add to Your Schedule.
- Download Session Resources: If you attend a session with print-outs or resources, you may download the files from the app! View the session and scroll to the bottom of the page to see if there are resources available. You may also download documents to your desktop computer by visiting the app in your web browser before, during or after the conference.
- Session Feedback Surveys: Rate the sessions you attended in the app, skip the paper! See instructions under Conference Information on the app.

**Conference Presentations**
NAHC provides speaker presentations on the Member’s only section of the NAHC web site as well as on the conference app in order to make our conferences more environmentally friendly.

**Conference Registration**
Tickets for the Opening Reception, Strut Your Stuff: Cooperative Pride Luncheon, the Awards Luncheon, as well as the optional tours that you may have registered for are required and included in your registration packet. Please carry them with your name badge since tickets are required for admittance to those events.

**Tickets**
Tickets for the Opening Reception, Strut Your Stuff: Cooperative Pride Luncheon, the Awards Luncheon during the NAHC Conference. Tickets can be purchased at the registration desk and will be collected upon entrance into the function. Tickets for the Opening Reception on Wednesday evening are $40.00 each. Tickets for both Luncheons are $60.00 each.

**Recommended Dress**
Casual attire is appropriate for all meetings and tours. Don’t forget to bring apparel for the Strut You Stuff: Cooperative Pride Luncheon. The outdoor temperature and meeting rooms may vary. We strongly recommend bringing a sweater or light jacket. The average temperatures for Las Vegas in October are in the high 70s to low 80s during the day and in the mid to high 50’s in the evening.

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*Events in italics are not included in the conference registration fee. A separate fee and/or registration is required. To inquire about availability and to sign up please stop by the registration desk.*
Roll Away Your Cooperative’s Dicey Issues

First Time Conference Attendees
Welcome to your first NAHC Annual Conference! We are very pleased to have you with us, and we hope your first NAHC conference will be the beginning of a lifelong relationship with NAHC. In order to make the most of your time here at the conference, we welcome your participation in the First Time Attendee Orientation that will take place from 5:00 p.m. to 6:00 p.m. on Wednesday, October 26. This will give you an overview of the conference as well as answer any questions that you might have regarding the conference.

NAHC Publications
If you find yourself looking for information to share with your cooperative members, a wonderful way to pass along what you have learned is by ordering publications related to cooperative boards, leadership training, cooperative operations, and many more topics. Stop by our publications table and take a look at all of the resources that NAHC has to offer. NAHC publications can be ordered in bulk or single copies.

Board Candidates
If you are considering running for one of the five (5) openings on the NAHC Board of Directors, make sure to pick up a candidate packet at the registration desk. The deadline for submitting candidacy statements to the NAHC registration desk is 5:00 p.m. Thursday, October 27.

Annual Meeting of Members
NAHC will hold its Annual Meeting of Members on Saturday, October 29, at 9:30 a.m. All members are invited to attend. Please be advised that most cooperatives are members of NAHC through a Regional Member Association, such as MAHC, CNYC, FNYHC, etc., and do not have a vote separate from the vote of the Regional Member Association. Voting at the annual meeting is only by 1) the Member Associations or 2) cooperatives, individuals and professionals who pay their NAHC dues directly to NAHC.

Member Association Caucuses
Member Association Caucuses will meet on Friday, October 28, from 5:45 p.m. – 6:30 p.m. to learn more about the candidates that are running for the board. Remember that you do not have a separate vote if you are a member through a regional association. For room assignments see page 18.

* Sales literature may only be displayed at exhibit booths. Literature found in the meeting rooms or hallways will be removed.

Schedule of Events

Monday, October 24 – Saturday, October 29

Monday, October 24
9:00 a.m. – 5:00 p.m.
Registered Cooperative Manager Course, Part I/II
The National Association of Housing Cooperatives recognizes the importance of Cooperative managers and developed the Registered Cooperative Manager’s designation in 1993. The RCM Program includes specific training for cooperative managers. Part 1 of the RCM class begins on Monday and covers the History of the cooperative movement and begins the business overview of the duties of the cooperative manager.
Trainer: Linda Brockway
Room: Sterling AB

Tuesday, October 25
9:00 a.m. – 5:00 p.m.
Registered Cooperative Manager Course, Part II/III
The RCM class continues on Tuesday and concludes the business overview of the Cooperative managers’ duties. After the business discussion, the ethics class is held. The ethics class is the third session of the RCM class and also serves as the Recertification for RCM’s that had the designation for three years.
Trainer: Linda Brockway
Room: Sterling AB

1:00 p.m. – 5:00 p.m.
Registered Cooperative Manager Recertification Ethics Course
The Ethics class discusses the five basic concepts of professional ethics. The class also details the Registered Cooperative manager’s code of ethics and details how this code should guide the RCM in their daily management practices.
Trainer: Linda Brockway
Room: Sterling AB

Wednesday, October 26
8:00 a.m. – 5:00 p.m.
Conference Registration
Room: Main Foyer

9:00 a.m. – 12:00 p.m.
NAHC Board of Directors Meeting
Room: Sterling AB

9:00 a.m. – 3:00 p.m.
Hoover Dam/Boulder City Tour
Visit one of the most inspiring man-made wonders of the world. Hoover Dam is the gateway to beautiful Lake Mead, the largest reservoir in America. Your tour guide will provide you with facts about this glorious city and points of interest while on your 45 minute journey to Hoover Dam. Once you arrive at the Dam, a professional guide will take you through the inside of the Dam and provide you with interesting facts about the facility. You will learn how it was built and how the Dam provides services today. Following the tour of the Dam, you will head to Boulder City, a quaint town where you can stroll down Main Street and enjoy blocks of antique shops, unique boutiques, candy stores and cafes where you can grab something to eat.

Please note, this tour includes roundtrip transportation to Hoover Dam and Boulder City (approximately 45 minutes to an hour each way) and walking. Meals are not included. Bring comfortable shoes.

* Meet in lobby at hotel’s Porte Cache main entrance across from the front desk at 8:45 a.m.

10:30 a.m. – 3:00 p.m.
Lake Mead Cruise Tour
Located on the Colorado River and formed by the Hoover Dam, Lake Mead is the largest reservoir in America. Enjoy a 1½ hour boat ride aboard the Desert Princess, a triple-decked Mississippi-style paddlewheel boat that offers a unique view of Lake Mead and Hoover Dam. The cruise takes you up close to the mighty Hoover Dam as well as the Boulder Islands, the colorful Arizona Paint Pots, Castle Reef and Sentinel Island.

Please note, this tour includes roundtrip transportation as well as boat cruise around Lake Mead. Light snack is included. Don’t forget to bring sun block.

* Meet in lobby at hotel’s Porte Cache main entrance across from the front desk at 10:15 a.m.
11:00 a.m. – 4:00 p.m.
Downtown Freemont Street Tour with Lunch
The downtown area of Las Vegas is booming with revitalization. Cutting-edge industries, fashion and gastro dining options have all moved into this hopping downtown area. When you arrive downtown, you will enjoy a group lunch followed by free time to walk around and take in all that downtown has to offer, including the casinos and shopping at Container Parker, the home of lots of hip, artsy boutiques, galleries and restaurants. If you want to be adventurous check out Slotzilla, a 12-story, slot machine-inspired zip line attraction.* Meet in lobby at hotel’s Porte Cache main entrance across from the front desk at 10:45 a.m.

5:00 p.m. – 6:00 p.m.
First Time Attendee Orientation
If this is your first NAHC Annual Conference, you won’t want to miss the first-timer orientation. Come and learn a little about what the NAHC Conference has to offer and meet some of your fellow cooperators.
Speaker: Greg Carlson
Room: Monte Carlo Ballroom 1

Thursday, October 27
8:30 a.m. – 5:00 p.m.
Conference Registration
Room: Main Foyer
8:30 a.m. – 5:00 p.m.
Exhibit Hall Open
Room: Monte Carlo Foyer
8:45 a.m. – 9:00 a.m.
Coffee Break sponsored by
Room: Monte Carlo Foyer

9:00 a.m. – 10:30 a.m.
Opening General Session & Keynote Speaker
NAHC will officially begin the Conference with a Welcome from President Greg Carlson and Chairman Ralph Marcus, followed by the conference keynote speaker Judy Sullivan.

“What’s So Great About America? The “Idea” of America”
Democracy is about participatory government. Just because Congress is dysfunctional doesn’t mean we have to be dysfunctional. We have a Vision for Housing Cooperative Action and we need to share it with our Representatives to become active participants in our democracy.
Congress will be back in session right after Election Day with a full agenda. There’s a lot that can happen in a lame duck session and in the next session of Congress. Your Members of Congress need to know their constituents are watching them and expect action on their issues. We need to weigh in today to win in Washington, DC, tomorrow!
Speaker: Judy Sullivan
Room: Monte Carlo Ballroom 5

Morning Educational Sessions
10:45 a.m. – 12:15 p.m.
Renovations & Financial Analysis of a Cooperative
The session will cover board considerations in planning a renovation to the property. How the financial performance of the cooperative will impact what it can accomplish in a renovation.
Speaker: Larry Mathe
Room: Monte Carlo Ballroom 1

What Tears Your Cooperative Down
This session will address examples of actions; or lack thereof and bad behaviors that can tear down your cooperative, and options to curtail behavior that contributes to a downfall. This seminar parallels workshops on Governance, Board Responsibilities, cooperative responsibilities to the members & members’ responsibilities to the cooperative.
Speakers: Linda Brockway & Anne Hill
Room: Monte Carlo Ballroom 2

How to Start Your Own Cooperative
Today, groups of people, especially young adults and seniors, are coming together seeking ways of living in more connected communities and maintaining long-term community-control of residential spaces, rapid redevelopment of urban areas. In this session, you will learn the steps that a group of people can follow to create a new housing cooperative for themselves and their community to meet these needs.
Speaker: Corrigan Nadon-Nichols
Room: Monte Carlo Ballroom 3

Developing a Sustainability Plan for Your Cooperatives
Will your cooperative be around in 20 years? In 50 years? Learn how to make your cooperative sustainable. Environmental sustainability is important, but so are important “quality of life” elements we all want to preserve. This workshop focuses on sustainability planning, including ways to find grants and other financial resources.
Speaker: John Ostenburg
Room: Monte Carlo Ballroom 4

The Key to Success: Advocacy, Elections and the “Idea” of America”
As Americans go to the polls, Canada’s housing cooperatives are celebrating a successful election campaign that resulted in extended rent subsidies for over 20,000 households. Discover how a coordinated national effort by cooperative members led to an election promise, money in a federal budget and a re-engagement in housing that will lead to the development of more cooperative housing.
Speakers: Fiona Jackson and Scott Jackson
Room: Sterling AB

How to Change the Cooperative’s Underlying Documents
In your cooperative, maybe the mortgage was just paid off or maybe the Board has been talking about changing the cooperative documents for a very long time. Hear from the RCM Board and some invited attorneys about the techniques and how to amend your cooperative’s underlying documents. If you are thinking about changing your documents, this course would be a perfect start.
Speakers: Greg Carlson, Fred Gibbs, April Knoch, Robin Lay, Ralph Marcus and Randall Pentik
Room: Sterling AB

Afternoon Educational Sessions
2:00 p.m. – 3:30 p.m.
Ratios, Ratios, Ratios
This session is about the importance of knowledge of financial and operational ratios with the housing cooperative, and the expectation of results from financial budgets.
Speaker: Joel Sanchez Berlinger
Room: Monte Carlo Ballroom 1

Design Issues for Your Cooperative
This session will review design issues related to cooperatives focusing on green retrofit and cost saving designs.
Speakers: Fred Gibbs, Hugh Jeffers and Steve Sarine
Room: Monte Carlo Ballroom 4
### Workshops at a Glance

#### Thursday, October 27

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<td>Renovations &amp; Financial Analysis of a Cooperative Larry Mathis Monte Carlo Ballroom 1</td>
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<td>What Tears Your Cooperative Down Linda Brockway and Anne Hill Monte Carlo Ballroom 2</td>
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<td>How to Start Your Own Cooperative Corrigan Hadon-Nichols Monte Carlo Ballroom 3</td>
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<td>Developing a Sustainability Plan for Your Cooperatives John Ostugen Monte Carlo Ballroom 4</td>
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<td>12:15 p.m. – 1:45 p.m.</td>
<td>Strut Your Stuff: Cooperative Pride Luncheon East Ballroom</td>
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<td>Ratios, Ratios, Ratios, Joel Sanchez Berlingeri Monte Carlo Ballroom 1</td>
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<td>New Board Members Richard Berendson and Blaine Honeycutt Monte Carlo Ballroom 2</td>
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<td>Fish Theory of Marketing Linda Brockway and Anne Hill Monte Carlo Ballroom 3</td>
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<td>Design Issues for Your Cooperative Fred Gibbs, Hugh Jeffers and Steve Sarine Monte Carlo Ballroom 4</td>
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<td>3:45 p.m. – 5:15 p.m.</td>
<td>Basics For Board Treasurers Mark Shemecoff Monte Carlo Ballroom 1</td>
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<td>Conflict Resolution Karen Harvey and Hope Turner Monte Carlo Ballroom 4</td>
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<td>Cooperative Membership Succession Rights Creighton Gallup, April Knoch and Randall Pentluik Monte Carlo Ballroom 4</td>
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<td>Aging in Place in a Cooperative Greg Carlson, Fred Gibbs, Robin Lay and Ralph Marcus Dragon Noodle</td>
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<td>International Practices in Cooperative Governance Nicholas Gazzard and Julie LaPalme Monte Carlo Ballroom 2</td>
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<td>10:45 a.m. – 12:15 p.m.</td>
<td>Financial Management Planning Linda Brockway Monte Carlo Ballroom 1</td>
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<td>Effective Board Leadership William Henley Monte Carlo Ballroom 2</td>
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<td>Lights, Camera, Action! Developing an Effective Marketing Plan Valerie Hall and Natalie Mabbitt Monte Carlo Ballroom 3</td>
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<td>Manage Your Property Manager/Work With Your Board Ruthie Wilder and Kimalee Williams Monte Carlo Ballroom 4</td>
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<td>Congressional and Federal Government Issues Judy Sullivan Monte Carlo Ballroom 5</td>
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<td>Legal Issues for Management Randall Pentluik Monte Carlo Ballroom 6</td>
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<td>Cooperative Legal Update Creighton Gallup, April Knoch and Randall Pentluik Monte Carlo Ballroom 4</td>
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<td>New Technology in Management Fred Gibbs Monte Carlo Ballroom 7</td>
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<td>12:15 p.m. – 1:45 p.m.</td>
<td>Awards Luncheon East Ballroom</td>
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<td>2:00 p.m. – 3:30 p.m.</td>
<td>Steps to Cooperative Financing Linda Brockway Monte Carlo Ballroom 1</td>
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<td>Leadership and Legacy Patricia Byrd Monte Carlo Ballroom 2</td>
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<td>Conveniences, Amenities and Luxuries Leon Geoxavier Monte Carlo Ballroom 3</td>
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<td>Engaging New Members Peter Lillie Monte Carlo Ballroom 4</td>
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<td>Duties of the Secretary Karen Harvey Monte Carlo Ballroom 5</td>
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<td>Attorney Roundtable Creighton Gallup, April Knoch and Randall Pentluik Monte Carlo Ballroom 6</td>
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<tr>
<td>3:45 p.m. – 5:15 p.m.</td>
<td>Developer’s Toolbox Fred Gibbs, Hugh Jeffers and Steve Sarine Monte Carlo Ballroom 4</td>
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<td>Governance: Strengthening Your Board of Directors Kim Conz Monte Carlo Ballroom 2</td>
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<td>Curb Appeal: Rolling Out the Red Carpet? Karen Braunscheidt Monte Carlo Ballroom 3</td>
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<td>How to Hold All the Aces to Financial Management Joe Holland and Alicia Osborne Monte Carlo Ballroom 4</td>
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#### Saturday, October 29

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<td>9:30 a.m. – 11:00 a.m.</td>
<td>Annual Meeting of Members Monte Carlo Ballroom 1</td>
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<td>11:00 a.m. – 12:00 p.m.</td>
<td>NAHC Board of Directors Meeting Sterling AB</td>
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**HUD Update 2016**
A discussion will incur about the progress and problems with the HUD Transformation Initiative. Budgetary restraints, criminal records, MOR and new REAC rules will be discussed. Both Mr. Carlson and Mr. Reynolds will discuss other HUD issues that relate to the cooperative world.
*Speakers: Greg Carlson and Al Reynolds*
*Room: Sterling AB*

**Insurance Issues**
Managing Agents and RCMs not only obtain insurance bids but need to know the different kinds of insurance and what they are; Fidelity, Crime, Bonding, Directors, Umbrella and more. Learn about Notices of Furnishing, Notices of Commencement, and Mechanic’s Liens.
*Speakers: Robin Lay and Ralph Marcus*
*Room: Dragon Noodle*

**2:00 p.m. – 5:15 p.m.**

**New Board Members**
This session is designed to give new board or prospective board members an overall framework for understanding their role as a housing cooperative board member.
*Speakers: Richard Berendson and Blaine Honeycutt*
*Room: Monte Carlo Ballroom 2*

**Fish Theory of Marketing**
The “Fish Theory” uses the model that was developed at the Seattle Pike Place Fish Market. The model outlines four methods of becoming a leader and using this theory to meet the cooperative’s goals.
These four methods will be used interactively to allow the classroom participants an opportunity to develop a SOLID marketing plan to actually sell the cooperatives units that are available. We will also discuss the new NAHC program to assist in the development of a marketing program.
*Speakers: Linda Brockway and Anne Hill*
*Room: Monte Carlo Ballroom 3*

**3:30 p.m. – 3:45 p.m.**

**Refreshment Break**
*Room: Monte Carlo Foyer*

**Basics for Board Treasurers**
This is a session on the basic financial aspects of operating a cooperative housing company. It is designed for new treasurers and other board members who want a basic understanding of the financial operations of their cooperative. It touches on the following major topics: Treasurer’s responsibilities, monthly financial reports, operating and capital budgets, Federal Tax requirements and other tax issues.
*Speaker: Mark Shernicoff*
*Room: Monte Carlo Ballroom 1*

**Conflict Resolution**
Many situations occur that may cause conflict between your Board of Directors, Management and staff. This session has been designed to help define conflict, determine problems that result in conflict and discuss solutions to resolve conflict.
*Speakers: Karen Harvey and Hope Turner*
*Room: Monte Carlo Ballroom 4*

**Cooperative Membership Succession Rights**
This session examines the various issues that can arise when a cooperative member dies. Attorneys Creighton Gallup, April Knoch and Randall Pentiu will discuss the succession process and recommend policies, procedures and bylaw provisions for facilitating such transfers while protecting the cooperative’s interests.
*Speakers: Creighton Gallup, April Knoch and Randall Pentiu*
*Room: Sterling AB*

**Aging in Place in a Cooperative**
After living in a cooperative for many decades most people do not want to leave their home but can’t get the services they require. Learn from RCM experts who have journeyed this road how to service the aging as that population is the fastest growing generation.
*Speakers: Greg Carlson, Fred Gibbs, Robin Lay and Ralph Marcus*
*Room: Dragon Noodle*

**Friday, October 28**

**8:30 a.m. – 2:00 p.m.**

**Exhibit Hall Open**
*Room: Monte Carlo Foyer*

**9:00 a.m. – 10:30 a.m.**

**International Practices in Cooperative Governance**
In this session we will begin by looking together at the essential, universal elements of strong ethical governance. Then we will describe some different models for cooperative housing governance from other regions of the world. We will examine their strengths and weaknesses and discuss, with workshop participants, how these different models contribute to — or detract from — good, efficient cooperative governance and ethical best practices.
*Speakers: Nicholas Gazzard & Julie LaPalme*
*Room: Monte Carlo Ballroom 2*

**Marketing in a Mobile World**
Did you know that there are 195.73 million social network users in the U.S that spend over 50 minutes a day on social media? We are constantly connected. We live in moments and we share everything. This session will discuss the importance of social media to market your community and to communicate and connect with members.
*Speaker: Mary Alex Blanton*
*Room: Monte Carlo Ballroom 3*

**Congressional & Federal Government Issues**
Learn about issues that directly impact you and your cooperative, including Disaster Relief, Flood Insurance, Reverse Mortgages, VA Share Loans for Veterans, and Ham Radio Towers and Antennas. Learn how you can take the action needed today to protect your cooperative’s interests on the national issues that impact all housing cooperatives.
*Speaker: Judy Sullivan*
*Room: Sterling AB*

**Legal Issues for Management**
Cooperative Management, a role that is distinct from the Board of Directors, often has its own legal problems. Attorney Randall Pentiu will speak about these issues and solutions for them.
*Speaker: Randall Pentiu*
*Room: Dragon Noodle*

**9:00 a.m. – 12:15 p.m.**

**Financial Management Planning**
The financial workshop will specifically discuss all financial reports that must be understood by the Board of Directors. This understanding is important in order to make the necessary financial decisions, in connection with the development and support of the cooperative’s strategic plan. These financial reports will include your monthly financial reports, your budget, your annual audited financial report, quarterly financial reports, and any other financial reports that are produced by your management representative. We will specifically discuss the use of the financial reported in the development of the cooperative’s financial management plan.
*Speaker: Linda Brockway*
*Room: Monte Carlo Ballroom 1*

**Manage Your Property Manager/Work With Your Board**
Have a management company? Self-managed? Are you the manager? We all struggle with board and management issues. Come tackle ethical issues, favoritism, “renter’s” mentality, governing vs managing, staffing problems and more. This session will be instructive and interactive – allowing for group input on common and unique problems presented in class.
*Speakers: Ruthie Wilder and Kimalee Williams*
*Room: Monte Carlo Ballroom 4*
10:45 a.m. – 12:15 p.m.
Effective Board Leadership
What are the qualities of a Board Leader? Why is leadership important, not just for the board President, but for all board members? How does leadership translate to board and cooperative progress and success? How do you avoid being led into disasters and conflicts? What role does cooperative management play in leadership?
Speaker: William Henley
Room: Monte Carlo Ballroom 2

Lights, Camera, Action! Developing an Effective Marketing Plan
Having trouble putting together an effective marketing plan for your cooperative? Join Directors Valerie Hall and Natalie Mabbitt in developing your Cooperative’s action plan for future success!
Speakers: Valerie Hall and Natalie Mabbitt
Room: Monte Carlo Ballroom 3

Cooperative Legal Update
This session examines hot topics in the laws affecting cooperatives, including couch surfing, criminal convictions, animals, ADA issues and other cutting edge developments in the cooperative world.
Speakers: Creighton Gallup, April Knoch and Randall Pentuk
Room: Sterling AB

New Technology in Management
An introduction to relevant technology solutions for housing cooperatives, focused on data management, collaboration, and organization. This will be a hands-on session. Participants will experience several tech options, using their personal electronic devices in the classroom. We will explore solutions that come at no cost to the cooperative. (FREE!)
Speaker: Fred Gibbs
Room: Dragon Noodle

12:15 p.m. – 1:45 p.m.
Awards Luncheon sponsored by the NAHC Development and Preservation Committee
The Jerry Voorhis Memorial Award, the Distinguished Service Award, the Cooperative Star Award, the Development and Preservation Award, the Most Valuable Board Member Award, and the President’s Award will be presented. Candidates for the election to the NAHC Board of Directors will be presented.
Room: East Ballroom

About the National Association of Housing Cooperatives Awards Luncheon
The NAHC Board established the Voorhis Award in 1984 in memory of Jerry Voorhis, widely regarded as the principal founding father of NAHC. A man of impeccable integrity, he believed in and did his best to teach, apply and widen the use of basic cooperative principles. The Voorhis Award recognizes an individual for their lifelong contributions to cooperative housing.

Distinguished Service Award
The Distinguished Service Award recognizes outstanding service to cooperative housing. It recognizes the achievement and contribution of a cooperative member who assisted a cooperative or association of cooperatives to better serve its members.

Cooperative Star Award
The Cooperative Star Program recognizes housing cooperatives that demonstrate sound leadership, management, and housing value for their members and have systems in place to assure prudent preservation of their members’ interests.

Development and Preservation Award
The Development and Preservation Award is given by the NAHC Development and Preservation Committee to recognize innovation, creativity, breakthroughs, leadership or business judgment that improves the likelihood and volume of successful housing cooperative development or the long term viability of existing housing cooperatives.

Ida Curtis Fisher Registered Cooperative Manager of the Year Award
The Ida Curtis Fisher Registered Cooperative Manager of the Year Award honors the RCM who has demonstrated outstanding dedication by devoting time, energy and talent to the RCM program and the local cooperative housing industry. The award was established in 2013 in memory of Ida Curtis Fisher and her efforts and devotion to the cooperative housing community. The first award recipient was named in 2014.

CHB Author of the Year Award
The Author of the Year is awarded to an individual in recognition of contributions to NAHC publications through writing, reviewing and editing. Nominations are made by the editor and reviewed by the communications committee.

President’s Award
The NAHC President’s Award recognizes an individual for their lifelong contributions to NAHC and the cooperative movement.

Afternoon Educational Sessions
2:00 p.m. – 3:30 p.m.
Steps to Cooperative Financing
Cooperatives have a wide variety of financing options when the cooperative decides to refinance the cooperative. We will be discussing the steps the cooperative must take to complete the financing and the options that they should consider when they are considering financing.
Speaker: Linda Brockway
Room: Monte Carlo Ballroom 1

Leadership & Legacy
Who will be setting policy for the future of your cooperative? We will look at ways to stabilize, energize and revitalize serving Board members, thus leaving a legacy of policies and people you can be proud of. We will explore ideas in recruitment and development of potential board members.
Speaker: Patricia Byrd
Room: Monte Carlo Ballroom 2

Conveniences, Amenities & Luxuries
The budget of your cooperative may not allow for a major addition, but there are many small changes you can make that may lift spirits and enhance quality of life. Architect Leon Geoxavier, who is a member of the Board of CNYC and president of the cooperative where he lives, will help you begin thinking about a handsomely slate roof and doormat for the front door to make heavy lifting easier, an air pump for the bicycle room, or your building name or address on a thick, new doormat.
Speaker: Leon Geoxavier
Room: Monte Carlo Ballroom 3

Engaging New Members
Engaging new and existing members of your cooperative is not an easy task. This session will show you some tried and true methods for engaging members, increasing morale, and strengthening the feeling of ownership within your cooperative community. With a strong membership comes a more efficient and productive cooperative.
Speaker: Peter Lillie
Room: Sterling AB

Duties of the Secretary
Recoding the minutes of meetings is difficult enough. You are the secretary of the corporation and you have more duties than you might have imagined. How to take minutes? What should and should not be in the minutes? What are your other duties? Organizing the organization from top to bottom.
Speaker: Karen Harvey
Room: Monte Carlo Ballroom 4

For Board Members Only – Understand an RCM and What They Do
This session is for Board members only. The RCM Board will make a journey of a typical day in a RCM’s life. Issues they must deal with, property, staff residents, governmental authorities, contractors and the unplanned and unexpected. This session would greatly benefit board members to understand the role of their RCM.
Speakers: Greg Carlson, Fred Gibbs, Robin Lay and Ralph Marcus
Room: Dragon Noodle
In this session we will break down those reports piece by piece. We will learn how to read them so that you better understand the financial health of your cooperative. You will also learn valuable financial monitoring tools, these tools will enable you to focus on some of the most critical financial and management trends the cooperative is experiencing.

Speaker: Joe Holland and Alicia Osborne
Room: Monte Carlo Ballroom 1

Governance: Strengthening Your Board of Directors
This session presents the fundamental legal and ethical responsibilities for the elected cooperative leadership: the board of directors. Discussion will include the roles of various stakeholders in the cooperative, strategies for encouraging unity among members, and how to avoid any perception of conflict of interest.

Speaker: Kim Coontz
Room: Monte Carlo Ballroom 2
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Exhibit Floor Plan

Monte Carlo Ballroom

Exhibitors
Booth # Company Name
4 CSI Support & Development Services
5 Midwest Association of Housing Cooperatives (MAHC)
1 National Association of Housing Cooperatives (NAHC)
3 National Cooperative Bank (NCB)
2 OIC Advance

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- **Mik Bauer**
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- **Julie Elfand, CMP**
  Director of Meetings and Expositions
- **Maggie McDonnell**
  Meetings Associate

### Past NAHC Conference Locations

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