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2021 Annual Conference

September 26 – 28 | Detroit

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Register

Agenda

 **Sunday Sep 26**  **Monday Sep 27**
 **Tuesday Sep 28**



Schedule *subject to change*.
 Times presented are Eastern Standard.

Sunday Sep 26

12:30 pm - 2:30 pm

NCSHA General Membership and Board of Directors Meeting

Open to HFA executive directors only; lunch will be available.

3:00 pm - 5:00 pm

Executive Directors Forum

Open to HFA executive directors only

Monday Sep 27

SESSIONS OPEN TO ALL REGISTERED NCSHA MEMBERS

8:00 am - 12:00 pm

NCSHB Educational & Development Workshop

Open to HFA board members and executive directors only; continental breakfast will be available.

10:00 am - 5:00 pm



idea Hubs Open

12:30 pm - 2:00 pm

Opening Plenary Luncheon Featuring Presentation of the 2021 Awards for Program Excellence

2:00 pm - 2:30 pm

Networking Break

2:30 pm - 3:30 pm

CONCURRENT SESSIONS**Capital and Housing Markets Updates (FI, GO)**

COVID-19 has had a profound impact on the U.S. economy at both the national and local levels. Leading authorities discuss how the bond, capital, and housing markets have been impacted in 2021 and what to expect in 2022.

Data, Race, Housing, and Economic Mobility (CO, DA, GO, HO, IT, LE, RE, SE)

Can big data can be used to identify opportunities to improve upward mobility? How can the success of housing programs be measured in terms of economic mobility? Is data essential to reaching diverse communities? Is it possible to determine if programs are benefiting communities equitably? How do the answers apply to your own program design and monitoring?

Emergency Rental Assistance (CO, GO, LE, RE, SE)

State agencies administering Emergency Rental Assistance programs share notes. Hear how states are reaching landlords and tenants and working with them to obtain completed applications. Find out the latest about usage trends, funding reallocations, federal guidance, targeting to socially disadvantaged individuals and communities, and dealing with staffing, reporting, and monitoring responsibilities.

Onboarding, Training, and Succeeding in a Virtual World (GO, HR, MI)

While much of the world returns to pre-pandemic life, the remote office is not going away. During this session, discuss the in-person best practices we used to rely on and how to adapt them to a virtual world, positioning your organization to attract, recruit, and retain the best talent available.

Updates from Federal Single-Family Mortgage Insurance Partners (GO, HO, LE, SE)

Single-family mortgage insurance program officials discuss the Biden Administration's plans to expand homeownership opportunities. Learn the latest on the Federal Housing Administration's down payment assistance polices and FHA's and USDA's COVID-19 loss-mitigation efforts. Fannie Mae and Freddie Mac officials' brief attendees on their firms' partnerships with HFAs and latest efforts to support affordable single-family lending.

3:30 pm - 4:00 pm

Networking Break

4:00 pm - 5:00 pm

CONCURRENT SESSIONS

Best of HFAs: Internal Operations (GO, HR, IT, LE, MI, RE)

HFAs share how they transformed employees' remote workspaces and created hybrid work models, trained legal staff in house, and developed an internal call center to help small property owners and their tenants apply for emergency rental assistance.

Housing Credit Hot Topics (LE, RE, RU)

Discuss pressing Housing Credit program challenges, including implementing the minimum 4 percent Credit rate in tax-exempt bond developments, structuring and monitoring Average Income Test deals, and managing construction cost increases, as well as state agency plans to resume compliance inspections. Get breaking news on potential legislative and regulatory changes to the Housing Credit.

Implementing the Homeowner Assistance Fund (CO, HO, HR, IT, LE, MI)

HFAs and their partners running the Homeowner Assistance Fund and other mortgage assistance programs share their experiences, diving deep into the challenges and opportunities they've navigated with staffing up, program design and execution, marketing and outreach, and working with servicers, counseling agencies, and others. A robust open discussion follows the presentations.

Influencing the Narrative on Emergency Housing Assistance (CO, HO, RE)

One way to influence coverage of housing issues is to invite the media into the conversation. Hear how agencies are applying best practices learned after natural and other disasters to educate the press about emergency housing assistance programs — converting members of the media into valuable partners in the HFA's outreach to renters, homeowners, and landlords in need of relief.

Single-Family Financing Discussion (FI, GO, HO)

HFAs, financial advisors, and bankers discuss how they navigated the last unprecedented 18 months to continue accessing capital for affordable homeownership programs. What have we learned from the market during the pandemic and how can those lessons be applied moving forward?

5:30 pm - 6:30 pm

Leadership Circle Reception



opening invitation only to NCSHA executive members and board members, top agency executives, and top tier conference sponsors

Tuesday Sep 28

SESSIONS OPEN TO ALL REGISTERED NCSHA MEMBERS

8:00 am - 3:00 pm

Idea Hubs Open

8:00 am - 9:15 am

Plenary Breakfast

9:15 am - 9:30 am

Coffee Break

9:30 am - 10:30 am

CONCURRENT SESSIONS

Best of HFAs: Human Resources (GO, HR, MI)

HFAs share how they've innovated to engage employees working from home, boost staff morale, and make their agency cultures more diverse.

Delivering HFA Services Across the Digital Divide (CO, DA, GO, HO, IT, MI, RE, SN)

How do state HFAs communicate and deliver services and programs to populations who have little or no access to computers, smart phones, or the internet? Who are HFAs partnering with to find solutions? Which solutions are most effective? Get the answers to these questions and more from state HFAs successfully breaching the divide.

Expanding HFA – Mortgage Lender Partnerships through H-FAST (FI, GO, HO, LE, MI)

Leading members of NCSHA and the Mortgage Bankers Association are collaborating through H-FAST to deliver breakthrough solutions to help more lower-income families become homeowners. Learn what's been accomplished and what's ahead in making state HFA single-family mortgage programs more attractive to lenders of all sizes.

Optimizing Siting for Equitable Development (DA, GO, LE, RE, SE, SH)

Discuss the issues developers and state HFAs are facing as they navigate siting of rental development in light of HUD's new Affirmatively Furthering Fair Housing rule, growing focus on racial equity, new approaches to



defining areas of opportunity, and heightened awareness of disaster risk and climate change impact.

Planning for the Worst: Cybersecurity Breach Recovery (GO, IT, LE)

You — or the vendor you've trusted with your clients' personally identifiable information — have been breached. How should you respond based on best practices, the law, and your organization's values? During this session, find out what you need to know to be prepared for and recover from a security breach.

10:30 am - 11:00 am

Networking Break

11:00 am - 12:00 pm

CONCURRENT SESSIONS

A Multifamily Financing Conversation (FI, RE)

Learn how COVID-19 impacted the ability of issuers to raise needed funds in the bond markets to combat the shortage of affordable rental units in their states. Discuss lessons learned, new solutions, and strategies for improving program resilience.

Data Visualization Tricks and Tips: Dashboards in Action (DA, IT)

Data dashboards have become the gold-standard method for program monitoring. Industry experts provide quick tricks and tips you can use to setup or improve your dashboards for program design, reporting, and decision-making. Learn how dashboards can serve multiple essential functions of Emergency Rental Assistance and Homeowner Assistance Fund programs, including connecting with communities of color and meeting Treasury's data requirements.

Designing with Equity and Justice at the Center (CO, HR, IT, SE)

An expert panel discusses why program staff, especially those charged with outreach via technology, need to be thinking about access across communities from the start – long before the first line of code is written or a vendor partner is selected. Learn why diversity at the design level matters for program success and equitable outcomes.

Solutions for Increasing the Supply of Single-Family Housing (HO)

An increasing shortage of affordable, entry-level, single-family homes is one of the biggest issues impacting the housing market today. Explore how HFAs have tackled this challenge head-on in their states by supporting modular home construction, enhancing their home improvement loan products, and expanding partnership opportunities with Habitat for Humanity and other home builders.



Using New Funding Streams to Develop Permanent Supportive Housing (FI, RE, SN)

Get up to speed on new policy initiatives and exemplary examples of how to develop permanent supportive housing for vulnerable populations with the new funding sources. Learn how to combine traditional sources, such as the Housing Credit and the Housing Trust Fund, with new funding streams, including American Rescue Plan Act HOME funds. Supportive housing pros share case studies of hotel conversions and other innovative developments.

12:00 pm - 1:15 pm

Networking Lunch

1:00 pm - 1:30 pm

Dessert in the Idea Hubs

1:30 pm - 2:30 pm

CONCURRENT SESSIONS

Best of HFAs: Special Needs Housing (GO, SN)

Discuss notable HFA efforts to combat homelessness and finance supportive housing for persons with special needs.

Advancing Diversity, Equity, and Inclusion (HR, GO, SE)

How do you build systems of diversity, equity, and inclusion in an organization? In this session, “deconstruct” complex terms, discuss how to incorporate inclusivity into strategies, get advice on facilitating important internal conversations. Hear a case study illustrating one HFA’s commitment to and progress toward becoming a more equitable organization.

Engaging Effectively on Social Media (CO, LE, HR)

How should you respond when a stakeholder takes to social media with a complaint about your agency or company? Get expert advice from communications professionals and hear how other NCSHA members handle this situation on their social media channels.

Furthering Equity in Homeownership (CO, GO, HO, SE)

Explore the steps HFAs have taken to elevate their lending programs, marketing, data collection, and underwriting to better serve communities of color and other underserved home buyers. Hear how one HFA effectively targeted its resources to increase affordable homeownership opportunities in a struggling community and the resulting positive neighborhood-wide impact.



Using Social Impact Bonds for Affordable Housing (FI, GO, LE, RE, SH, SN)

How are HFAs and other organizations using social impact bonds to finance healthy construction practices, supportive housing, and other rental developments? Explore how philanthropic and private-sector investments are used to leverage public resources and drive changes and demand in this emerging sector.

2:30 pm - 3:00 pm

Networking Break

3:00 pm - 4:00 pm

CONCURRENT SESSIONS

Evolving Bond Disclosures (FI, LE)

Investor demand for information about housing bonds is continuously changing. Learn how housing finance agencies are responding and increasing investors' interest in climate risk and other environmental, social, and governance concerns in their bond issues.

Housing Persons with Disabilities (RE, SN)

Learn how states are using HUD Section 811 funds and other resources to provide rental assistance for person with disabilities. Discuss how to finance new developments and set policies that ensure a percentage of new rental developments serve persons with disabilities, as well as how to coordinate housing and supportive services funding and work with federal agencies, other state agencies, nonprofits, developers, and residents.

Staffing Up Fast (CO, GO, HR, HO, LE, RE)

State HFAs quickly staffed up their emergency housing assistance programs to get help to renters, homeowners, and landlords impacted by the pandemic. Learn how they found, vetted, and trained new hires who align with their agencies' cultures, reflect their values, and maintain their customer service standards.

Technology Round Robin (IT)

Inspired by the PechaKucha storytelling method (Google it), five HFAs share their best technology innovations in under 10 minutes. Attend and be inspired!

The Opportunities and Perils of Artificial Intelligence in Housing (DA, HO, IT, LE, SE)

Automated analysis and artificial intelligence can unlock extraordinary insights and enable innovation — but they also can lead inadvertently to racially biased conclusions. Experts discuss how to identify and avoid bias in [automated valuation models](#) and offer advice and tools to improve the data you gather and algorithms you use.



4:00 pm - 4:30 pm

Networking Break

4:30 pm - 5:30 pm

CONCURRENT SESSIONS

Best of HFAs: Communications (CO, GO)

In 2020, state HFAs and their partners learned new lessons about meeting audiences “where they are” — including working or learning remotely. During this session, hear how HFAs adapted their communications tactics, including events, to engage safely with more stakeholders in the first year of the pandemic — and learn which practices they will continue.

Best of HFAs: Finance (FI, GO, MI)

HFA finance executives discuss how they are developing new strategies to further their agencies’ goals to reach more homeowners and renters in their states.

Mortgage Servicing and Loss Mitigation in a Changing Landscape (HO)

2020 was the year mortgage originations broke records. 2021 is the year servicers have to manage those larger portfolios while adjusting to numerous regulatory changes and helping borrowers impacted by COVID-19 avoid foreclosure. HFA staff and outside experts share how they are balancing these cross-cutting obligations and working with homeowners, lenders, and their states’ Homeowner Assistance Fund programs to keep families in their homes.

Proactive Preservation (DA, FI, LE, RE, RU)

Preservation experts discuss the challenges to maintaining the affordability of multifamily developments in the Housing Credit, HUD, and USDA portfolios and the naturally occurring affordable housing stock. Practitioners address programmatic, legal, and financial strategies for recapitalizing and preserving at-risk properties.

Strengthening Your Cyber Resiliency (HR, IT, MI)

Cyber threats have surged globally during the pandemic. Hear how state HFAs and their partners are developing cultures of cyber resiliency. Learn about the most common cyber threats and how to educate your staff and protect your organization from them.

6:00 pm - 7:30 pm

Board Chair's Closing Reception





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NCSHA

444 North Capitol Street NW, Suite 438 Washington, DC 20001

info@ncsha.org

P: [202-624-7710](tel:202-624-7710)

F: [202-624-5899](tel:202-624-5899)



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Health Screening Information



The health and safety of our attendees are priorities for NCSHA events. All attendees must show proof of vaccination or a negative COVID-19 test result within 72 hours of their first day of attending the conference.

By attending the NCSHA 2021 Annual Conference, you agree to comply with state, local, and venue-specific regulations in effect.

More information on health screening and safety protocols will be posted here and distributed to registrants in advance of the conference.

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FAQs



Q. Will I be required to show proof of vaccination or a negative COVID test to participate in the conference?

Yes. Attendees must show proof of vaccination or a negative COVID-19 test result within 72 hours of their first day of attending the conference. Instructions will be available soon.

Q. What other health and safety measures will be in place during the conference?

Additional information will be available soon on the conference website.

Q. How will this year's conference resemble previous NCSHA Annual Conferences?

This year's conference will include all the public program elements – including the Annual Awards for Program Excellence, high-profile plenary sessions, and concurrent workshops – that attendees have come to expect. It will also include all the networking opportunities – including the Board Chair's Reception – attendees have come to enjoy.

Q. What will be different?

The [schedule](#) is a little shorter – and the registration rate reduced accordingly – and some events are at different times than in the past. Please see the conference schedule for details. Instead of the usual Showplace, we will have multiple Idea Hubs: comfortable conversation areas where attendees can network, socialize, and connect with service providers.

Q. What about the Community Meet-Ups?

NCSHA's popular Community Meet-Ups for HFA and associate members will be held virtually in advance of the conference. You don't need to be registered for the conference to participate. Be on the lookout for more details later this summer.

Q. How about the NCSHB Workshop?

It's happening. Check the conference [schedule](#) for developing details.



Q. Will any portions of the conference be live streamed or recorded and broadcast at a later date?

NCSHA doesn't plan to broadcast or record conference sessions or events.

Q. Will NCSHA refund my registration fee if I need to cancel?

Our registration policy is risk-free. If you are unable to attend the conference after registering, please email registration@ncsha.org to cancel and request a refund.

- Cancel **on or before Monday, September 6**, to receive a full refund.
- **After September 6**, cancel on or before Wednesday, September 15, to receive a refund minus a \$75 processing fee.
- **After September 15**, no refunds can be issued.

Q. By when must I cancel my reservation at the Detroit Marriott at the Renaissance Center to avoid any penalties?

Room reservations may be cancelled up to 48 hours prior to arrival without penalty.



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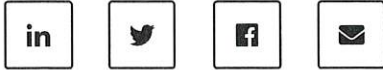


NCSHA

444 North Capitol Street NW Suite 438 Washington DC 20001

Register

Registration



Register by August 27 to save!

Attendance Policy

Unless otherwise noted, sessions are open only to employees and board members of NCSHA's HFA, Associate, and Affiliate members. Members may not register as guests. For information on how to become a member, contact membership@ncsha.org.

Registration Fees

	By 8/27	After 8/27
HFA or Associate Member	\$415	\$515
Affiliate Member	\$645	\$745
Guest <i>Tuesday Board Chair's Reception only</i>	\$75	\$75

Health & Safety

The health and safety of our attendees are priorities for NCSHA events. All attendees must show proof of vaccination or a negative COVID-19 test result within 72 hours of their first day of attending the conference.

By attending the NCSHA 2021 Annual Conference, you agree to comply with state, local, and venue-specific regulations in effect.

More information on health screening and safety protocols will be posted on the [Health Screening Information](#) tab and distributed to registrants in advance of the conference.



Cancellation Policy

NCSHA's goal is to make it easy for you to attend the Annual Conference in Detroit. To that end, we have implemented a risk-free registration policy. Once you register, if your situation changes and you are unable to attend the conference, please email registration@ncsha.org to cancel your registration and request a refund. Refunds will be issued according to this cancellation schedule:

- Cancel on or before Monday, September 6, to receive a full refund.
- **After September 6, cancel on or before Wednesday, September 15**, to receive a refund minus a \$75 processing fee.
- **After September 15, no refunds can be issued.**

Cancellation requests must be received in writing by an email sent to registration@ncsha.org.

Substitution Policy

Substitutions are encouraged and can be made any time at no extra charge. Substitution requests must be received in writing by an email sent to registration@ncsha.org.

Speaker Registration Policy

NCSHA requires speakers and discussion leaders who wish to participate in conference sessions and events, beyond the session in which they are speaking/leading, to register.

Special Needs/Dietary Needs

If you have special needs under the Americans with Disabilities Act or special dietary requests, please contact registration@ncsha.org with details.

Attendee Roster

Interested in who will be participating in the conference? Check out the attendee roster. The attendee roster will be updated every Friday by Noon ET.

Code of Conduct

The National Council of State Housing Agencies is committed to providing a professional environment at all of our events, welcoming people from as many diverse backgrounds as possible. We expect each event to be a respectful, harassment-free environment for all people regardless of race, ethnicity, gender, gender identity or expression, sexual orientation, physical ability, nationality, age, socioeconomic status, and belief.

In pursuit of those goals, which are applicable at virtual and in-person events, speakers, staff, attendees, and volunteers at NCSHA events are expected to abide by this [Code of Conduct](#). Participation in this event indicates your acknowledgment and acceptance of this code of conduct.



Photography and Recording Policy

Recording (audio or video) in sessions and events by non-NCSHA staff is not permitted. Registration and attendance at or participation in NCSHA meetings and other activities constitutes an agreement by the registrant to NCSHA's use and distribution (both now and in the future) of the registrant's image in photographs or video recordings. Please contact Lisa Bowman at lbowman@ncsha.org if you have questions about this policy.

Press Policy

A limited number of press credentials may be issued for NCSHA conferences and events. **All requests must be received and approved in advance of the event** by NCSHA's Director of Marketing and Communications; **press registration is not available on site.** Please email [Lisa Bowman](mailto:Lisa.Bowman@ncsha.org) with your request.

Press credentials are granted to individuals who are on assignment for, or employees of, a media outlet appropriate to the coverage of affordable housing news.

If you are issued press credentials, upon arrival at the event venue, please proceed directly to the NCSHA Registration and Information Desk to check in and pick up your press badge. Badges are required to access session rooms.

Please contact marketing@ncsha.org to make sure that the sessions you are interested in covering are open to the press. NCSHA reserves the right to close sessions to the press at any time.

Mailing List Solicitation

NCSHA does not sell our event attendees' data or authorize third parties to sell attendees' data. If you are contacted by a third party offering attendee data or lists for purchase, please be aware the third party is not authorized to sell this data and the data offered is not official or verified. We recommend blocking these domains to avoid unwanted solicitations: showinformations.com, expo-attendees.com, bottend.com, passkent.com, and b2becpoattendees.com

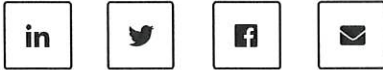
Questions?

Contact registration@ncsha.org with any registration questions.



[Register](#)

Hotel & Travel



Conference Hotel

Detroit Marriott at the Renaissance Center

400 Renaissance Drive, Detroit, MI 48243

Room Rate: \$229 single/double occupancy (plus taxes and fees)

*To secure the discounted conference room rate, please make reservations well before the **Friday, August 27**, hotel cut-off date.*

Reservations: To make a reservation within NCSHA's room block, use [this link](#). (Call-in reservations are not available for this conference.)

NCSHA has not authorized any third party to sell hotel rooms for this event. Reservations should be made directly with the hotel via the link above.



Hotel rooms within NCSHA's room block are for Annual Conference registrants. Once registered, please do not

reserve multiple hotel rooms or make reservations in the block for people who are not registered for the conference. NCSHA will review the hotel reservations list weekly and contact anyone found holding a duplicate reservation or a reservation without a corresponding registration. **Failure to register within two business days thereafter will result in the cancellation of the reservation within NCSHA's block without further notice.**

Housing Questions: Call NCSHA at 202-624-7731 or email registration@ncsha.org.

Getting to Detroit

The closest major airport is Detroit Metropolitan Wayne County Airport (DTW), which is 21 miles from the conference hotel.

Approximate taxi fares are \$52 one way between DTW and the hotel.

Visit the [airport's website](#) for more ground transportation information.



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