

# SERCulator

July 2021

*Staying Ahead  
in Affordable Housing*

Official publication of  
**SERC-NAHRO**  
Southeastern Regional Council

JUNE 13-16, 2021

**SERC-NAHRO ANNUAL CONFERENCE**  
LOUISVILLE KENTUCKY



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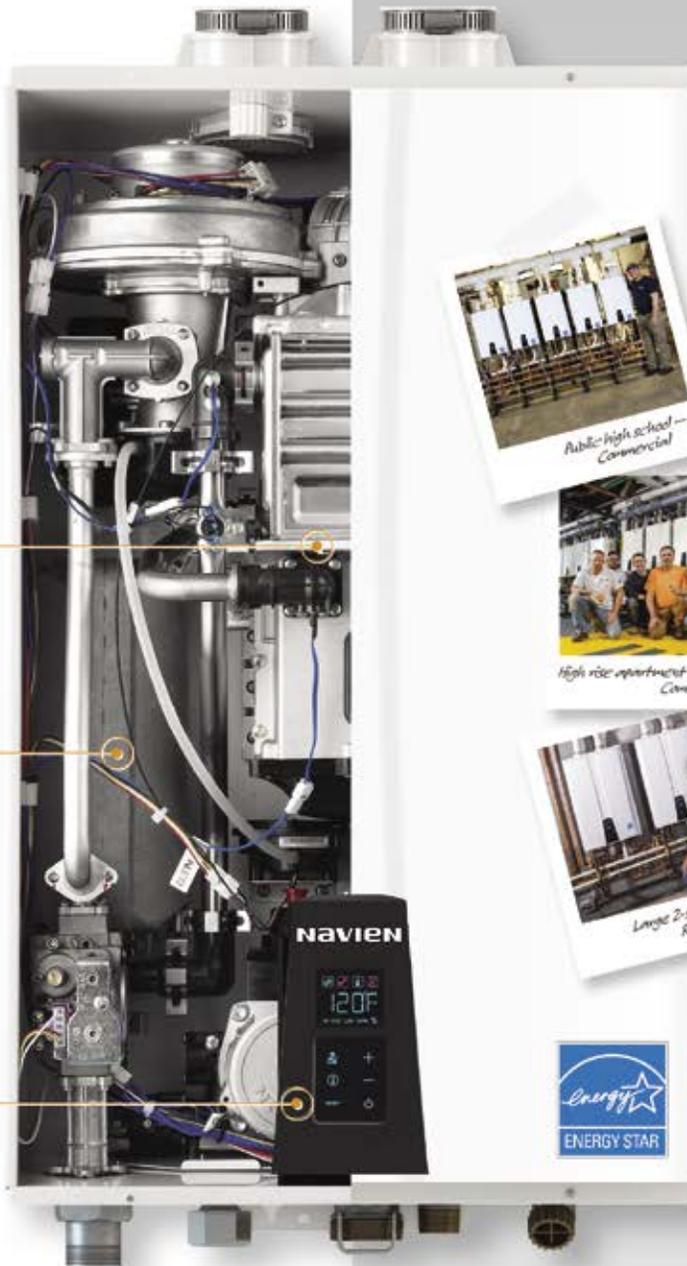
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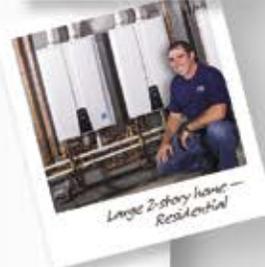
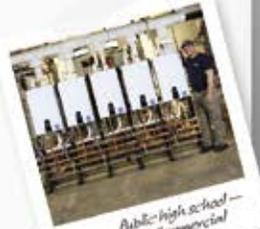
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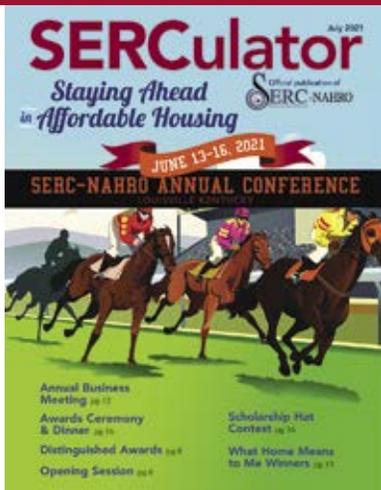
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The SERCulator is the official quarterly publication of the Southeastern Regional Council of the National Association of Housing and Redevelopment Officials (SERC-NAHRO).

Comments, suggestions, articles, features and photographs are solicited in interest of the members of SERC-NAHRO. Although all submissions are subject to approval and editing, every effort will be made to publish submissions based on available space. Photos cannot be returned.

**Send Submissions Via:**  
**SERCulator.com | 800.506.8064**

## EDITORIAL STAFF

**BrooksJeffrey.com | 800.506.8064**

Account Executive, Jodie Elizabeth Jeffrey  
Account Executive, Katie Bibbee  
Art Director, Dedrah Wallk  
Photographer, Andrea Belt  
Copywriting, Stephanie Basinger, Katie Bibbee & Jodie Elizabeth Jeffrey  
Graphic Designer, Troy Langston

## CONTRIBUTING EDITORS

### Alabama - AAHRA

Beverly Barber  
AAHRA.org

### Florida - FAHRO

Lisa Jones Watkins  
FAHRO.org

### Georgia - GAHRA

Reta Thomas (Chair) & Valerie Sneed  
GAHRA.org

### Kentucky - KHA

Shauna Boom  
KYHousingAssn.com

### Mississippi - MAHRO

Terri Holt & Sarah Lyons  
MAHRO.org

### North Carolina - CCHRCO

Anna McRae  
CarolinasCouncil.org

### South Carolina - CCHRCO

Pancea Lewis  
CarolinasCouncil.org

### Tennessee - TAHRA

Justin Jones & Doug Lockard  
TAHRAnet.org

### Virginia - VAHCDO

Lynn Pannell  
VAHCDO.org

### West Virginia - WVAHA

Pauline Sturgill  
WVAHA.com



# President's Message

## Hello SERC-NAHRO

Welcome to Summer 2021, where many of us are vaccinated and are learning to re-socialize as we meet face to face with families, friends, business associates, and most importantly, the residents we serve. As you will see in this edition of the SERCulator, SERC held its' first in-person meeting since March 2020, and its' first training since the Fall Workshop, November 2019.

We had 300 registered members, guests, and speakers representing about 50% of the normal attendance while meeting in Louisville, Kentucky for the Annual Conference. It was a pleasure to reunite with SERC colleagues, remember our past, continue our mission, receive updated training, and make plans for future.

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**SERC held its' first in-person meeting since March 2020, and its' first training since the Fall Workshop, November 2019.**

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During the opening session I had the opportunity to present the Distinguished Service Awards recommended by the Policy Advisory Committee to the recipients in attendance. This recognition is in honor of individuals who have given meritorious and unselfish service to SERC for a significant period of years by virtue of having fulfilled multiple leadership roles in the organization, such as Officer, Executive Committee member, Chairperson of Standing, Special or Ad Hoc Committees; or other regional and national activities and representations as may be deemed vital to the purpose of the SERC organization; and substantially retired from the NAHRO member

agency. Congratulations to Shannon Biggs, Columbia, KY; Edwina Burnett, York, SC; Joyce Floyd, Knoxville, TN; Marilyn Medley, Morristown, TN; Jan Piersol, Newberry, SC; and Buddy Oldfield, Augusta, GA for their outstanding services to SERC-NAHRO.

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### **Congratulations to all our Distinguished Service Award Recipients**

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I want to recognize and congratulate Adrienne Todman who was officially sworn in as the twelfth Deputy Secretary of Housing and Urban Development on June 14, 2021. HUD Secretary Marcia L. Fudge issued the oath of office to Deputy Secretary Todman during a ceremony at HUD's headquarters that was livestreamed to the department's staff. Deputy Secretary Todman was confirmed by the Senate by unanimous consent on June 10. Deputy Secretary Todman most recently served as the CEO of the National Association of Housing and Redevelopment Officials (NAHRO). Before joining NAHRO in 2017, she served as the Executive Director of the District of Columbia Housing Authority (DCHA) and served in several career positions at HUD. Congratulations Deputy Secretary Todman!

I want to remind you of NAHRO's Advocacy month coming up in August. The goal is 12,501 letters, only one more letter than last year. The regions have a friendly competition to see who can generate the most letters. Mike Sweet, Legislative Chair will be reaching out to you to assure SERC will take first place

this year in the letter writing campaign. Thanks to each of you have written letters to our congressional representatives explaining that Public Housing is part of Infrastructure as this bill was drafted and being considered. Capital funds have been underfunded in public housing for decades. If public housing is included in this bill, many years of deferred maintenance may be addressed.

Lastly, I want to thank you for the privilege to serve as the SERC-NAHRO President for the 2019 – 2021 term. While these two years have not been what any of us planned, we have persevered. We have found new ways to communicate, conduct business, and provide services to our residents. As we continue to move our diverse organization forward, let us not forget to be equitable and inclusive in our mission.

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### **Thank you for the privilege to serve as the SERC-NAHRO President for the 2019-2021 term.**

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At the conference someone asked if I was sad to be leaving, and I left them with this quote by Dr. Seuss, "Don't cry because it's over, smile because it happened!"

Be well, stay safe, and enjoy the season.

SERC-NAHRO President,  
Mark Taylor  
CEO Charleston-Kanawha  
Housing Authority, WV

# SERC-NAHRO CONFERENCE - EXECUTIVE COMMITTEE MEETING



The Executive Committee Meeting was held on June 12th and gave each Executive Committee the opportunity to report on the status of their committee's 2019-2021 goals.



Russel Nast, ED (Tallapoosa, GA) and Reta Thomas, Director of Resident Services (Augusta, GA)



Abraham Williams, ED (Bowling Green, KY) and Dave Balden, SERC-NAHRO Past President



Clifton Clark, CFO (Charleston-Kanawha, WV) presenting for the Budget Committee



Brandie Gardner, HCV Director (Marietta, GA) and GAHRA President



Donna Lamer, ED (Sumter, SC) presenting for Professional Development Committee



Candice Drake, ED (Dawson, GA) presenting for the Annual Conference Committee



Ed Johnson, ED (Housing Agency and Retirement Trust)



Elizabeth Garris, Section 8 Coordinator (Ft. Mill, SC) presenting for the Rental Assistance Committee



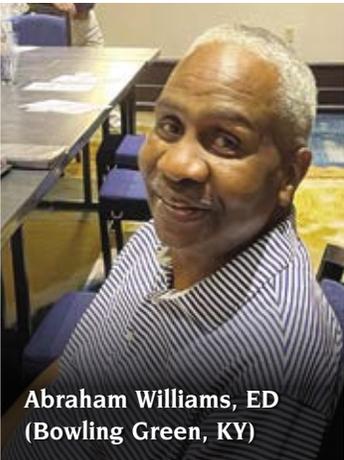
Jeff Knight, COO (Charleston-Kanawha, WV) presenting for Asset Reporting Committee, James Cox, CEO (Greensboro, NC)



Mark Taylor, CEO (Charleston-Kanawha, WV) SERC-NAHRO President



Michael Wong, ED (Harrisonburg, VA) SERC-NAHRO Treasurer



Abraham Williams, ED (Bowling Green, KY)



Left to Right: Jan Piersol, Retired ED (Newberry, SC); Cindy Preast-Harrington, ED (Bluefield, WV); Doug Freeman, Deputy ED (Augusta, GA) presenting for the Administrative Practices Committee; Donna Gabel, ED (Alexander City, AL); and Mark Taylor, CEO (Charleston-Kanawha, WV)



Reta Thomas, Director of Resident Services (Augusta, GA) presenting for the Public Affairs Committee holding the July 2021 Edition of SERCulator



Thomas Rowe, ED (Murfreesboro, TN) presenting for Housing Benefits Plan

# OPENING SESSION

The 2021 Opening Session was chaired by Gerald Board (Lyons County, KY). In SERC tradition, the Opening Session began with the Parade of Flags from all 10 states from within the SERC-NAHRO region.

Alabama's flag was presented by Beverly Barber (Opp, AL). Florida's flag was presented by Dr. Anthony Woods (Palatka, FL). Georgia's flag was presented by Brandie Garner (Marietta, GA). Kentucky's flag was presented by Steven Parker (Dawson Springs, KY). Mississippi's New State flag, approved in 2020, was presented by Jason Spencer (Tennessee Valley RHA). North Carolina's flag was presented by Michael Dineen (Lenior, NC). South Carolina's flag was presented by Ivory Mathews (Columbia, SC). Tennessee's flag was presented by Paul Dellinger (Cleveland, TN). Virginia's flag was presented by Philip Page Jr. (Portsmouth, VA). West Virginia's flag was presented by Jeff Knight (Charleston-Kanawha, WV).

Colors were then presented for each branch of the armed services lead by the United States flag, carried by John Bounds (Oxford, MS). Alrick Young (Laurel, MS) presented the colors of the U.S. Army. Shauna Boom (Owensboro, KY) presented the colors of the U.S. Navy. Harry Howe (Marion, VA) presented the colors of the U.S. Coast Guard. Donna Gabel (Alexander City, AL) presented the colors of the U.S. Air Force. Mike Sweet (Chickasaw, AL) presented the colors of the U.S. Marines.

Following the presentation of colors, Johnny Johnson (Region IV, MS) lead the pledge of allegiance and Valerie Sneed (Tifton, GA) sang the National Anthem. After an invocation from Johnny Johnson (Region IV, MS), attendees received a warm welcome from KHA President Steven Parker (Dawson Springs, KY). SERC-NAHRO President Mark Taylor (Charleston-Kanawha, WV) then welcomed all attendees on behalf of SERC-NAHRO and video

remarked were shared from Kentucky Governor Andy Beshear.

Shaunté Evans (Spartanburg, SC), SERC-NAHRO Resolution Chair, then presented over 40 resolutions and recognitions covering both 2020 and 2021. SERC President, Mark Taylor then presented Distinguished Awards to Jan Piersol (Newberry, SC), Joyce Floyd (Knoxville, TN), Buddy Oldfield (Augusta, GA), Shannon Biggs (Columbia, KY), Edwina Burnett (York, SC), and Marilyn Medley (Morristown, TN).

In lieu of the traditional speaker, Gerald Board organized a touching Special Presentation honoring all members of the U.S. Armed Services. The Special Presentation, "We Salute", touched all those in attendance and was beautiful tribute.

To close the Opening Session, Christy Knight (Charleston, WV) sang "God Bless America".



All Flags



Michael Dineen, ED (Lenior, NC), Brian Powers, ED (TVRHA, MS), Steven Parker, ED (Dawson Springs, KY), Paul Dellinger, ED (Cleveland, TN)



Jeff Knight, COO (Charleston Kanawha, WV) and Philip Page, Jr., ED (Portsmouth, VA)



**Brandie Garner, HCV Director (Marietta, GA)**



**Dr. Anthony Woods, President and CEO (Palatka, FL)**



**Left to Right: John Bounds, Commissioner (Oxford, MS), Harry Howe, Commissioner (Marion, VA), Donna Gabel, ED (Alexander City, AL), Mike Sweet, ED (Chickasaw, AL), Shauna Boom, ED (Owensboro, KY), and Alrick Young, ED (Laurel, MS)**



**Left to Right, Top Row: Beverly Barber, ED (Opp, AL), Gerald Board (Lyons County, KY), Valerie Sneed (Tifton, GA) singing the National Anthem; Bottom Row: Mike Sweet, ED (Chickasaw, AL), Harry Howe, Commissioner (Marion, VA), Shauna Boom, ED (Owensboro, KY)**



**Mark Taylor, CEO (Charleston-Kanawha, WV) SERC President**



**Jeff Knight's wife, Christy (Charleston-Kanawha, WV) singing "God Bless America"**



**Douglas Faust, ED (Decatur, GA) and Beth Brown, ED (Gainesville, GA)**

# OPENING SESSION



Distinguished Award Winners, Left to Right: Jan Piersol, ED - Retired (Newberry, SC), Joyce Floyd, VP of Development and Strategic Planning - Retired (Knoxville, TN), Buddy Oldfield, Director of Resident Services - Retired (Augusta, GA), Shannon Biggs, ED - Retired (Columbia, KY), and Edwina Burnett, ED - Retired (York, SC), Marilyn Medley, ED - Retired (Morristown, TN)



Left to Right: Joyce Wolen, ED (Wheeling, WV), Vickie Paris, ED (Dallas, GA), Shannon Young, ED (Seminole County, FL), Kristen Fisher, ED (Jackson County, WV), Sherrie Swift, Executive Assistant (Seminole County, FL), Becky-Sue Mercer, ED (Arcadia, FL), and Gail Sansbury, ED (Fort Walton, FL)



Gerald Board, ED (Lyons County, KY)



Beverly Barber, ED (Opp, AL)

**Columbia Housing, SC**  
 Left to Right, Back: Latoya Nix, Regional Property Mgr., Taleshia Stewart, SVP of Resident & Strategic Initiatives, Christian Thomas, HCV Team Lead, Cynthia Boykin, FSS Program Coordinator, Kimberley Brown, Ex. Asst., Cynthia Hardy, SVP Communications; Front: Yvonda A. Bean, COO and Ivory N. Mathews, CEO



# WELCOME RECEPTION

Sunday evening attendees were invited to a reception to come together and celebrate the beginning of the 2021 Conference.

## **SERC-NAHRO Lunch and Business Meeting**

On Monday June 13th, SERC held its business meeting. Each member of the Executive Committee gave a brief report of their offices and the committees within their portfolio. Within the business meeting, Officers for the 2021-2023 term were elected, with Shaundra Clark (Tifton, GA) being elected President.

Following the business meeting, SERC was treated to brief remarks from Sunny Shaw, NAHRO President.



Left to Right: Shaundra Clark, ED (Tifton, GA), Valerie Sneed, Office Manager (Tifton, GA), Melanie Nunley, Resident Services and Community Outreach Manager (Tifton, GA), Shaunté Evans, CEO (Spartanburg, SC)



Mike McClendon, Director of Operations, and Stacey Brannen, Director of Housing, (Dayton, TN)



Paul Dellinger, ED (Cleveland, TN) and Mike Miller, ED (Bolivar, TN)

## **Executive Committee Chairpersons:**

**Administrative Practices** - Doug Freeman, Deputy ED (Augusta, GA)

**Asset Repositioning** - Jeff Knight, COO (Charleston/Kanawha, WV) and Joyce Floyd, Retired (Knoxville, TN)

**Annual Conference** - Shannon Biggs, ED - Retired (Columbia, KY) and Candice Drake, ED (Dawson, GA)

**Budget** - Clifton Clark, CFO (Charleston/Kanawha, WV)

**Commissioners** - Harry Howe, Chairperson (Marion, VA)

**CR & D** - Joyce Floyd, Retired (Knoxville, TN)

**Education & Training** - Donna Gabel, ED (Alexander City, AL)

**Executive Committee Coordinator** - Marilyn Medley, ED - Retired (Morristown, TN) and Angela Childers, ED (Beaufort, SC)

**Emerging Leaders** - Sharita Oates, Deputy to CEO (Goldsboro, NC) and LaShande Lovette (Winter Park, FL)

**History/Archival** - Joyce Wolen, ED (Wheeling, WV)

**Hospitality** - Jan Piersol, ED - Retired (Newberry, SC) and Carrie Epting, HCV Manager (Newberry, SC)

**Housing** - Ginger Ming (Louisville, MS)

**IRGE** - Henrietta Snipes, BOC Chair (Opelika, AL)

**Legislative** - Mike Sweet, ED (Chickasaw, AL)

**Membership Services** - Dannie Walker, ED (Ozark, AL)

**Nominating** - Sean Gilbert, ED (Morristown, TN)

**Policy Advisory** - Ailrick Young, ED (Laurel, MS)

**Professional Development** - Donna Lamer, ED (Sumter, SC)

**Public Affairs/SERCulator** - Reta Thomas, Director of Resident Services (Augusta, GA)

**Registration** - Angie Strickland, ED (Brunswick, GA), Jacob Oglesby, ED (Augusta, GA), and Mike Rabun, Purchasing Agent (Augusta, GA)

**Rental Assistance** - Elizabeth Garris, Section 8 Coordinator (Ft. Mill, SC)

**Resolution** - Shaunté Evans, CEO (Spartanburg, SC)

**Scholarship** - Carmen Maniak, Director of Leased Housing (Charleston/Kanawha, WV)

**Site Selection** - Sean Gilbert, ED (Morristown, TN) and Jacob Oglesby, ED (Augusta, GA)

**Small Agency Task Force** - Lisa Porter, ED (Bristol, VA)

**Strategic Planning** - Joyce Floyd, Retired (Knoxville, TN)

**Youth Leadership** - Abraham Williams, ED (Bowling Green, KY) and Tom Wachs, ED (Eufaula, AL)

# CONCURRENT SESSIONS

## Crisis Management & Rebuilding Public Trust

- Presenters: Ivory N. Mathews, Columbia Housing Authority, CEO
- Cynthia Hardy, Columbia Housing Authority, SVP of Communications
- Yvonda Bean, Columbia Housing Authority, COO
- Moderators: Monday, Shaundra Clark, ED (Tifton, GA)
- Tuesday, Jeff Knight, COO (Charleston, WV)

## PHA 101 – Development Toolbox for Commissioners and Directors

- Presenters: Torri Armstrong, Associate, Baker Donelson, Bearman, Caldwell, & Berkowitz, PC
- Lee Hill, Shareholder, Baker Donelson, Bearman, Caldwell, & Berkowitz, PC, Jackson, MS
- Moderators: Angela Childers, ED (Beaufort, SC)
- Tuesday, Stormy Parsons, ED (Mt. Hope, WV)

## How to Manage Diversity in the Workplace and Why It Matters

- Presenter: Carolyn McCall, Workforce Training Solutions, Pryor Learning
- Moderators: Sharita Oates, Deputy to the CEO (Goldsboro, NC)
- Tuesday, Brenda Honeycutt, Chairperson (Ft. Mill, SC)

## Section 504 and Fair Housing Hot Topics

- Presenter: Mark English, President, E & A Team, Inc.
- Moderators: Charlie Harrington, ED (Marion, VA)
- Tuesday, Jason Spencer, ED (Corinth, MS)

## Housing Choice Voucher/Section 8

- Presenter: Derek Antoine, Senior Trainer, Nelrod
- Moderators: LaQuenta Lowe, CEO (Beckley, WV)
- Tuesday, Elizabeth Garris, Section 8 Coordinator (Ft. Mill, SC)

## Innovative Technology Resident Engagement: Web, Marketing & PR

- Presenters: Katie Bibbee, Account Executive, Brooks Jeffrey Marketing
- Jodie Elizabeth Jeffrey, Senior Account Rep & Vice President, Brooks Jeffrey Marketing
- Moderators: Elizabeth Garris, Section 8 Coordinator (Ft. Mill, SC)
- Tuesday, Felicia Jackson, Assistant ED (Laurel, MS)

## Legislative Update

- Presenter: Tess Hembree, NAHRO Director of Congressional Relations
- Moderators: Mike Sweet, ED (Chickasaw, AL)

## RAD

- Presenter: Joyce Floyd, Principal, Project Manager, Recap Advisors
- Moderators: Jeff Knight, COO (Charleston, WV)
- Tuesday, Sean Gilbert, ED (Morristown, TN)



Carolyn McCall, Pryor Learning - How to Manage Diversity in the Workplace and Why It Matters



Mark English E&A Team, Inc. - Section 504 and Fair Housing Hot Topics



Ivory Mathews, CEO (Columbia Housing Authority) - Crisis Management & Rebuilding Public Trust



Derek Antoine, Nelrod - Housing Choice Voucher/Section 8



Torri Armstrong, Baker Donelson, Bearman, Caldwell, and Berkowitz, PC - PHA 101 – Development Toolbox for Commissioners and Directors



Tess Hembree, NAHRO - Legislative Update



Jodie Elizabeth Jeffrey, Brooks Jeffrey - Innovative Technology Resident Engagement: Web, Marketing & PR



Joyce Floyd, Recap Advisors - RAD

# BUSINESS MEETING & LUNCHEON

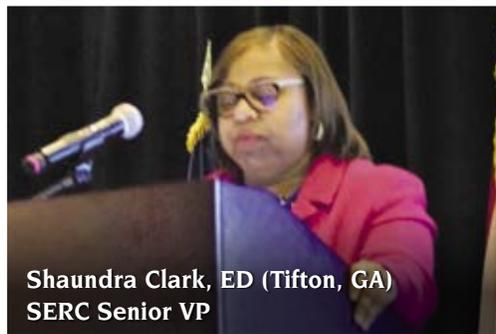


Front Left to Right: Mauresha Harris, ED (West Point, MS), Jason Spencer, ED, (Corinth, MS), Gloria Byrd, Admin. Asst., (Picayune, MS), Ruby Upton, ED (Picayune, MS), Pam Jackson, Admin. Asst. (Vicksburg, MS), Terri Holt, ED (Winona, MS), Stacy Black, Admin. Asst. (Winona, MS), Paulette Palmer, Commissioner (Greenwood, MS), Fearmica Smith, Nonprofit Board Member (Vicksburg, MS), & Catrina Kirk, Multifamily Specialist (West Point, MS).

Back Left to Right: Ben Washington, MAHRO President and ED (Vicksburg & Yazoo City, MS), Debra Taylor, ED (Columbus, MS), John Bounds, Commissioner (Oxford, MS), Kimberly Taylor, Chairman, (Vicksburg, MS), Brian Powers, ED (Columbus, MS), Ailrick Young, ED (Laurel & Waynesboro, MS), Felicia Jackson, Asst. ED (Laurel, MS), Thomas Coleman, Special Advisor, (Corinth, MS), & Worthy Moody, Receptionist (West Point, MS).



Sunny Shaw (NAHRO President)



Shaundra Clark, ED (Tifton, GA)  
SERC Senior VP



Cindy Preast Harrington, ED  
(Bluefield, WV) SERC VP of Housing



Left to Right: Paulette Palmer, Commissioner (Greenwood, MS), Stacy Black, Admin Asst (Winona, MS), LaDetra Jenkins, Guest, Jermaine Streets, Exec Asst (St. Albans, WV), Clifton Clark, CFO (Charleston-Kanawha, WV), Sheryl Fortune, Director of Housing Programs (Western Carolina Community Action, NC), Bobby Kimmons Jr, Director of HR (Western Carolina Community Action, NC)



Sharita Oates, Deputy to the CEO (Goldsboro, HA) SERC-NAHRO Emerging Leaders Chair and Tiffany Dickerson, Public Affairs Coordinator (Goldsboro, HA and Housing Highlighted)



Left to Right: Marshall Hunt, Board Chairman (Prichard, AL), Bennie McConnell, Board Member (Prichard, AL), Zulieka Boykin, ED (Prichard, AL), Ron Davis, Board Vice-Chairman (Prichard, AL), Jesse Norwood, Special Programs Coordinator (Prichard, AL), Jimmie Woods, Board Member (Prichard, AL).

## COMMISSIONER'S RECEPTION

For the first time, a reception specifically for Commissioners was planned to encourage collaboration and conversation.



Johnny Johnson, Commissioner (Region IV, MS)



Harry Howe, Chairperson (Marion, VA) and Linnette Wolfram Kellar, BOC Chair (Fort Walton Beach, FL)



Left to Right- Keith Langdon (Benson, NC) and John Bounds (Oxford, MS)

## WHAT HOME MEANS TO ME POSTER CONTEST

Each year, SERC-NAHRO is proud to participate in the What Home Means to Me Poster Contest. Hosted by the SERC Emerging Leaders Committee, each of the 10 SERC-NAHRO member states hosts a poster contest selecting a 1st,

2nd, and 3rd place winner for each age category. Once state winners are selected, they are sent to SERC-NAHRO and judged on the regional level. Winners are then selected on the regional level and forwarded on to SERC-NAHRO for the national competition.

This year, NAHRO Fellows Shaundra Clark (Tifton, GA), Jacob Oglesby (Augusta, GA), Thomas Rowe (Murfreesboro, TN), and Ailrick Young (Laurel, MS) judged the SERC-NAHRO competition and selected the winners to be forwarded on to the national level. **Winning artwork will be featured in an upcoming SERCulator!**

### Elementary

- 1st - Jayda Lacey (Opp Housing Authority; Opp, AL)
- 2nd - Annalisa Davis (Starkville HA; Starkville, MS)
- 3rd - Mariyah'Jay Stephens (Danville RHA; Danville, VA)

### Middle School:

- 1st - Kendon Lester (Bristol RHA; Bristol, VA)
- 2nd - Monika Sackett (Harrisonburg HA; Harrisonburg, VA)
- 3rd - Shakita Hatcher (Greater Gasden HA; Gasden, AL)

### High School:

- 1st - Braxton Garrett (Bristol RHA; Bristol, VA )
- 2nd - Jaliyah Ewing (Starkville HA; Starkville, MS)
- 3rd - Alaysia McLeod (Greensboro HA; Greensboro, NC)



Sharita Oates, Deputy to the CEO (Goldsboro, NC) Announcing Winners

# PRESIDENT'S RECEPTION

The President's Reception was another opportunity for attendees to come together and catch up after a long year without conferences. Attendees could enjoy the What Home Means to Me Poster Contest entries.



Tommy Holiman, ED (Paducah, KY)



Mike Rabun, Purchasing Agent (Augusta, GA)



Left to Right: Bennie McConnell, Board Member (Prichard, AL), Ron Davis, Board Vice-Chairman (Prichard, AL)



Sheryl Fortune, Director of Housing Programs (Western Carolina Community Action, NC)



Vickie Smiley, ED (Hopkinsville, KY), Gerald Board, ED (Eddyville, KY), Susan Lillis, ED (Richmond, KY), Shauna Boom, ED (Owensboro, KY) and Steven Parker, ED (Dawson Springs, KY)



Jodie Elizabeth Jeffrey (Brooks Jeffrey Marketing), Randy Mathis, CCHRCO President 2019-2020 (Gaffney, SC) and Randy's wife Grace Keller.



Willie Leverette, Chairperson (MS Regional Housing Authority VIII, MS)

# LEGISLATIVE / NAHRO CANDIDATE LUNCHEON

During our Legislative Luncheon, Tess Hembree (NAHRO Director of Congressional Relations) gave us a brief update on how we can assist in national congressional relations. NAHRO President, Sunny Shaw then introduced Patricia S. Wells current NAHRO Senior Vice President and NAHRO Presidential Candidate. Though Patricia was unable to join us in person, she was able to send a video message sharing more about her platform for NAHRO President.

Sunny then introduced both candidates for NAHRO Senior Vice President, George Guy and Marsha Parham-Green. Both Senior Vice President candidates shared brief remarks and answered questions from the audience.



**Dan Huggins, Commissioner  
(Union City, TN)**



**Patricia Wells, ED (Oakland, CA)  
NAHRO Presidential Candidate  
Joining Via Video**

**Legislative Luncheon Panelists: Marsha Parham-Green, ED (Baltimore County Office of Housing), George Guy, CEO/ED (Fort Wayne, IN) NAHRO Senior VP Candidate, Sean Gilbert, ED (Morristown, TN), Sunny Shaw (NAHRO President), Mark Taylor, CEO (Charleston-Kanawha) SERC-NAHRO President, Tess Hembree (NAHRO Director of Congressional Relations)**



**George Guy, CEO/ED (Fort Wayne, IN) NAHRO Senior VP Candidate, and Sean Gilbert, ED (Morristown, TN)**



**Sunny Shaw (NAHRO President) and Alrick Young, ED (Laurel, MS)**



**Vickie Smiley, ED (Hopkinsville, KY), Cheri James, ED (Catlettsburg, KY), and Faith Day, Director of Maintenance (Catlettsburg, KY)**



**Tess Hembree (NAHRO Director of Congressional Relations), Mike Sweet, ED (Chickasaw, AL), and Marsha Parham-Green, ED (Baltimore County Office of Housing) NAHRO Senior VP Candidate**

# AWARDS CEREMONY & DINNER

To bring the conference to a close, we all gathered together to celebrate the accomplishments of SERC-NAHRO Agencies over the last two years.

### Awards Not Pictured:

In dedication of her years of service, Tina Akers Brown (Greensboro, SC)

was inducted into the SERC-NAHRO Hall of Fame.

LaGrange Housing Authority (GA) received the Future of Vision Award for their outstanding innovation and vision for the future of affordable housing within their community through the launch of a green initiative.

City of Roanoke Redevelopment and Housing Authority (VA) received the Outstanding Performer Award honoring their history of high performing REAC scores.



Mark Taylor (SERC-NAHRO President)



Sharita Oates (Goldsboro, NC) accepting the Development Awards on behalf of The Housing Authority of the City of Goldsboro from Tim Kitts, ED (Danville, KY)



George Guy, ED (Ft. Wayne, IN) NAHRO Senior VP Candidate and Steven Parker, ED (Dawson Springs, KY)



Awards



Katie Miller, Special Projects Director (Bowling Green, KY) accepting the Resident Service Award on behalf of the Housing Authority of Bowling Green from Christi Billings, ED (Covington, TN)

**The SERC-NAHRO Scholarship Derby Hat Competition Winners were:**

- 1st Place- Ginger Bohanan, ED (Sevierville, TN)
- 2nd Place- Terri Holt, ED (Winona, MS)
- 3rd Place- Patricia A. Allen, ED (Thomaston, GA)

**Honorable Mentions:**

- Beverly Barber, ED (Opp, AL)
- Brandie Garner, Director of Housing (Marietta, GA)
- Gloria Byrd, Administrative Asst./ Bookkeeper (Picayune, MS)
- Shannon Knight, ED (Hazlehurst, GA)

Left to Right: Ginger Bohanan, ED (Sevierville, TN), Carmen Maniak, Director of Leased Housing (Charleston/Kanawha, WV), Gloria Byrd, Admin Asst./ Bookkeeper (Picayune, MS), Terri Holt, ED (Winona, MS), Patricia Allen, ED (Thomaston, GA), Shana Demby, ED (Enterprise, AL), Doris Richardson, ED (Evergreen, AL), Ruby Upton-Stentz, ED (Picayune, MS), Beverly Barber, ED (Opp, AL), Debbie Rogers, ED (Troy, AL), Sheryl Fortune, Director of Housing Programs (Western Carolina Community Action, NC).



Reta Thomas, Director of Resident Services (Augusta, GA)



Terri Holt, ED (Winona, MS) – Second Place in SERC-NAHRO Hat Competition



Patricia Allen, ED (Thomaston, GA) – Third Place in SERC-NAHRO Hat Competition



Ginger Bohanan, ED (Sevierville, TN) – First Place in SERC-NAHRO Hat Competition



Community Impact Award presented to Danville Housing Authority (KY) Gwendalyn Campbell and Tim Kitts both (Danville, KY)

## AWARDS CEREMONY & DINNER



Dannie Walker, ED (Ozark, AL) and Dr. Anthony Woods, President & CEO (Palatka, FL)



Anita Jenkins, ED (Morgantown, KY) accepting the Award of Commitment from Christi Billings, ED (Covington, TN)



Awards Committee; Sabrina Woodard, ED (Portland, TN), Tim Kitts, ED (Danville, KY), Christi Billings, ED (Covington, TN)



James Cox, CEO (Greensboro, NC) accepting Award of Merit on behalf of Greensboro Housing Authority from Christi Billings, ED (Covington, TN)



Douglas Faust, ED (Decatur, GA) accepting the Award of Excellence on behalf of Decatur Housing Authority from Tim Kitts, ED (Danville, KY)

# Need a group medical plan? We've got you covered!

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## 208 Additional Housing Choice Vouchers Acquired

- Dothan Housing

On May 14, 2021, HUD officially approved the partial transfer of 208 Housing Choice Vouchers (HCVs) from the Troy Housing Authority (THA) to Dothan Housing (DH). DH is committed to embracing best practices, and we have the experience, staff capacity, and technological infrastructure to administer the additional 208 HCVs. These additional HCVs will play a significant role in creating diversity, equity, inclusiveness, and advocacy for affordable housing in Geneva, Henry, Dale, Houston, and Coffee counties, said DH Chief Executive Officer Samuel P. Crawford.

It was a perfect time for DH to create a regional effort to address the affordable housing crisis in the Wiregrass Metro Area. We also understood that HUD is operating in an increasingly tight fiscal environment, leading to greater urgency to regional collaboration and pooling of resources among PHAs to achieve economies of scale to expand housing opportunities, said DH Chief Operating Officer Dr. Michael C. Threatt.

For more information, please visit, [DothanHousing.org](http://DothanHousing.org)



## Selected for Moving to Work (MTW) Program

- Ozark Housing Community

Ozark Housing Community was selected for the HUD Moving to Work program along with two other Alabama Housing Authorities.

Moving to Work (MTW) is a demonstration program for public housing authorities (PHAs) that provides them the opportunity to design and test innovative, locally designed strategies that use federal dollars more efficiently, help residents find employment and become self-sufficient, and increase housing choices for low-income families. MTW allows PHAs exemptions from many existing public housing and voucher rules and provides funding flexibility with how they use their federal funds.

PHAs in the MTW demonstration have pioneered a number of innovative policy interventions that have been proven to be successful at the local level, and subsequently rolled out to the rest of the country's PHAs. Currently, there are 41 MTW PHAs nationwide and HUD plans to expand the program to 59 additional PHAs by 2022.

In preparation for the program, Executive Director Dannie R. Walker had already begun planning partnerships to benefit their residents.

For more information, please visit, [OzarkHousingCommunity.org](http://OzarkHousingCommunity.org)



**Partial Transfer of Housing Choice Voucher/ Section 8 from Troy Housing Authority to Dothan Housing Authority**

**Troy Housing Authority & Dothan Housing Authority**

**Partial Transfer of HCV/Section 8 Applicant and Participant Meetings**

**Friday, June 4, 2021 10:30 AM**

**Meeting Topics:**

- HCV Partial Transfer Process
- Waiting List Options
- HCV Participant Assistance

**Dothan Housing Contacts:**

HCV Program: 334.793.5130  
 Ms. Keanna Marsh, Landlord Liaison: 334.793.5130 Ext. 135  
 Ms. Andrella Allums, Voucher Program Manager: 334.793.5130 Ext. 124  
 Ms. Ester Marshall, VP of Voucher Program: 334.793.5130 Ext. 114

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 334.793.5130

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**Www.DothanHousing.org**

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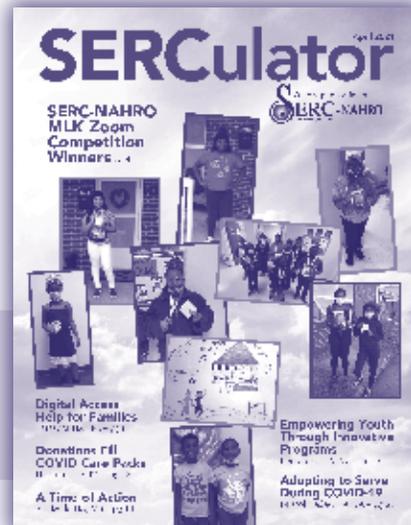
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## Orange Avenue Apartments Redevelopment

- Tallahassee Housing Authority

The Tallahassee Housing Authority now has \$57 million for the first two phases to redevelop the Orange Avenue Apartments. During phase one and two of the mixed-income, affordable housing project, the development will have a total of 290 units of family housing.

Current residents of the apartments have begun relocating and given options of housing while the project is being built.

“They can move into another public housing apartment or receive a housing

choice voucher,” explained Executive Director of the Tallahassee Housing Authority Brenda Williams. “Those families that choose a housing choice voucher may move anywhere they wish in the city, the county, the state, the nation.”

The redevelopment is projected to be finished and ready for occupancy by mid-2023. For more information please visit, TALLHA.org.



## Selected for \$2.3 Million Jobs Plus Grant

- Jacksonville Housing

Jacksonville Housing (JH) is pleased to announce their selection for a \$2.3 million Jobs Plus grant. JH received the award to support their work with Southwind Villas and is one of only nine FY 2019 Jobs Plus grant recipients.

“We are thrilled to be able to provide support for our Jacksonville public housing residents thanks to the vision and generosity of the Department of Housing and Urban Development,” said JH Interim President & CEO Dwayne Alexander. “The JH team worked hard to show why the

Jacksonville community was ready to take on this initiative and I couldn’t be prouder to celebrate their success.”

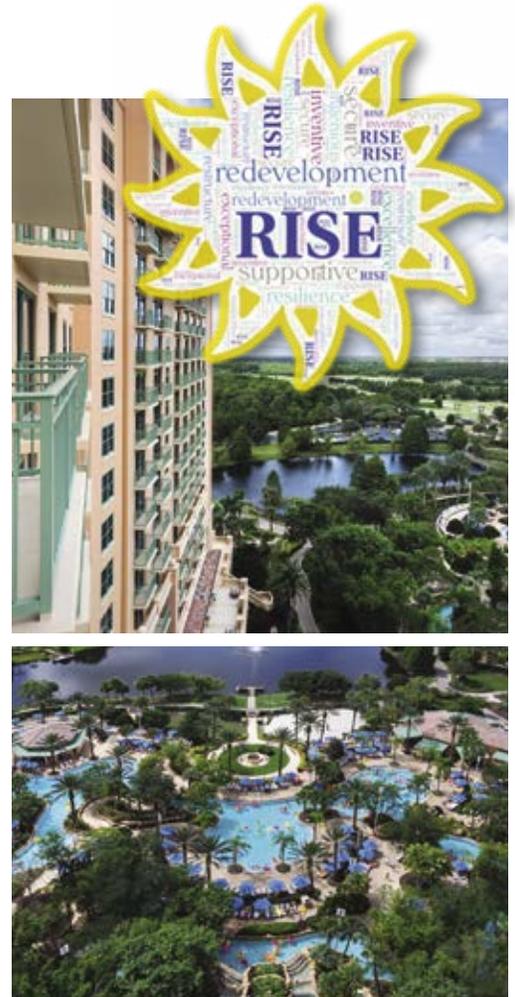
For more information please visit, JAXHA.org



## Registration Now Open for the 2021 FAHRO Annual Conference

The 2021 FAHRO Annual Conference will be held September 14-16, 2021 at the JW Marriott in Orlando, Florida. Attendees can register for the conference online on the FAHRO website at [www.FAHRO.org](http://www.FAHRO.org).

We encourage members to book your room early. To book your room, please call toll-free 800-433-5402, and reference the 2021 FAHRO Conference or book online using the link provided on the FAHRO Website [www.FAHRO.org](http://www.FAHRO.org).





## Advancing Job Opportunities for Residents

- Greensboro Housing Authority

Greensboro Housing Authority (GHA) recently partnered with various local employers to hold an outdoor job and resource fair open to all GHA clients at its Smith Homes community (430 units).

Later this year, Smith Homes will undergo a major phased redevelopment. Due to this Asset Repositioning Program, GHA chose to hold this event at Smith Homes, as it aims to provide additional support, transitioning tools, and self-sufficiency opportunities to aid the adjustment for many families.

GHA's Resident Engagement and Services Team promoted the event to all GHA communities and recipients of Housing Choice Vouchers. The April 30, 2021, event featured six employers and seven community resources.

Approximately 40 GHA residents attended the fair.

In addition to hosting local employers, the event also featured the first venture of Guilford Works' Mobile Career Center (Guilford Works is Guilford County's local workforce development board). This mobile unit offers technology, including 12 laptop computers, two television monitors with multiple streaming options, and Wi-Fi connectivity to allow individuals to use these tools for job searches and job applications. This mobile unit is another resource for providing equitable services to those throughout the community who currently have limited access to the two brick-and-mortar Guilford Works Career Centers or Wi-Fi.

Additionally, GHA has also increased focus on youth employment and

career exploration. On June 9, 2021, GHA, in collaboration with the Guilford Works Youth Program and the City of Greensboro Parks and Rec Department, held a Vision Board Event for youth ages 16 to 24.

Participants first completed an assessment to help them identify their work-related interests. Afterward, Guilford Works Coordinators and GHA Resident Engagement and Services team members guided students through a vision board exercise based on their future career goals. These vision boards help young people visualize and inspire their goals to realize the next steps necessary to make them a reality.

For more information please visit, [GHA-nc.org](http://GHA-nc.org)

## \$239,250 ROSS Grant Received for Supportive Service Coordinator

- Washington Housing

On April 6, Washington Housing Authority was awarded a Resident Opportunities and Self Sufficiency (ROSS) Service Coordinator grant totaling \$239,250. The funds will be used to cover the salary of one supportive service coordinator for the next three years.

"I am so excited to bring this much needed resource to the residents of the Washington Housing Authority," said WHA Executive Director Vanessa Dunn. "At this time, we have partnered



### *So Much More Than Housing*

with various community agencies in the City of Washington and Beaufort County to assist our residents with enhancing their overall quality of life, promote self-sufficiency and job stability. I am certain this position will make a positive impact in the lives of

the residents we serve. This serves as another example of how we are so much more than housing."

For more information please visit, [WHA-nc.org](http://WHA-nc.org)

# If Not Us, Then Who?

## HCV Participant Victim of Identity Theft & Fraud

**For decades, I have been told “You cannot save everybody! Don’t get personally involved”.**

**I must be a slow learner because I still don’t understand... If not us, then who?**

Stopping by the HA office, our HCV Participant, Octavia (not her real name) asked if she could have some water for her car because it was running hot.

We told her of course she could but that there was not a maintenance person on site to assist her. Octavia said okay, she knew how to add water herself - being self-sufficient & independent is important to her.

**She was grateful for the water because she shared that now her car would make it to her radiation treatment. She also shared she decided not to have chemo, she just can’t spare the time or loss of income.**

Octavia is 29 years old, has four kids, and has worked for the last four years part-time at a sub shop where she now makes \$8.15 per hour with raises over the years from the \$7.25 per hour she started at. Octavia dropped out of school before 10th grade.

**Our Housing Authority’s Fraud Department alerted my HCV Case Manager that due to irregularities found with Octavia’s taxes, they suspected fraud.** In addition, they shared Octavia requested and received a \$16,000 PPE loan for her “consulting business”.

Per procedure, the Case Manager notifies Octavia by mail, “Congratulations on your new business, remember you are supposed to report all income. Make an appointment to see us immediately”.

Upon receipt of the HA letter, Octavia called her Case Manager: “What is this

about? I don’t have a side business! I don’t know what a PPE loan is!! I don’t even have a real bank account, just a financial card the sub shop puts my pay on.”

The Case Manager manages 280 tenants & while she doesn’t know all of her tenants, she knew this fraud alert just didn’t seem correct.

Upon a careful review of Octavia’s 2019 taxes, her taxes showed an independent consultant business, with about \$6,040 in income plus \$6,009 from her sub shop job and a \$5,082 tax refund direct deposited into her bank account - only the account wasn’t hers!

Her 2020 taxes reflect similar income, \$6,241 from the sub shop, \$6,000 from her “consulting business” and a refund of \$7,116. Again, the direct deposit refund made was NOT into her bank account.

**A review of her financial card statement shows the tax return deposits don’t match her tax returns. Both years’ taxes were completed by a man in Atlanta, Georgia - which is 4 hours by car from where Octavia lives.**

**Most crucial, the deposit wasn’t made by the IRS, instead the tax preparer deposited her refund!**

Octavia doesn’t know the tax preparer, has never even talked with him. Octavia explained she FaceTimed with a woman who takes information for the taxes to be prepared.

Next, the Case Manager calls the individual who prepared her taxes. His response: “Yes, Octavia does have a consulting business, she works for me from her home typing.”

His business website was very generic so not clear what services are provided.

When asked, Octavia says she has never met the tax preparer & has never talked

to him. Well, how does he prepare your taxes we ask? She says she uses FaceTime with a woman who takes information for the tax preparer.

The Tax preparer does not return our calls anymore.

**Now back to the \$16,000 PPE loan:** Octavia says she didn’t take out a PPE loan & would not know how. Plus, she doesn’t own a computer.

Her Case Manager believes Octavia because the Case Manager must read forms to Octavia during recertifications.

The Case Manager recommends Octavia file a police report, but the local police say Atlanta police must take the report since Atlanta is the crime location.

So the Case Manager & Octavia schedule an appointment with local legal aid to assist with the fraud and identity theft.

But the local legal aid doesn’t handle this type of case & refers Octavia to a larger group that doesn’t return our calls.

**Two months later, little progress has been made.....BUT WE ARE HERE FOR OCTAVIA.**

**Besides supplying the housing subsidy so her family lives in safe, decent, sanitary housing, we will continue to help her pursue this fraud and identity theft.**

**Like most people working in housing, our caseloads are beyond full.**

**But - If Not Us – then who? Guess it’s us, for Octavia has no other resources!!**



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### HA's Come Together for REAC/NSPIRE Training

- East Tennessee HA's

On June 8th, Morristown Housing Authority hosted a REAC/NSPIRE Training in its Community Room.

Several East Tennessee HA's came together to attend the training including: Jefferson City Housing Authority, Newport Housing Authority, Sevierville Housing Authority, Loudon Housing Authority, Dayton Housing Authority & Knoxville's Community Development Corporation (KCDC).

John Emery of USIG presented excellent information in regard to the transition from REAC to

NSPIRE inspection protocols. Informative, easy to follow hand-outs were provided to all attendees making it a successful event for all Housers in attendance.



### Certified Renovators Complete Course

- Morristown Housing Authority

The Maintenance Staff at Morristown Housing Authority (MHA) recently completed the course for Certified Renovators. This course teaches maintenance staff members how to comply with the Environmental Protection Agency (EPA) Renovation, Repair and Painting Rule (RRP), the HUD Lead Safe Housing Rule, and how to perform lead-safe practices safely and effectively.

This certification allows MHA maintenance staff to be proactive and effective in making sure their units are safe for residents and visitors. The course was presented by

Jamie Hayes from ProActive Safety Services of Cincinnati, Ohio.

For more information please visit, [MorristownPHA.org](http://MorristownPHA.org)



### Spring Dance Recital

- McMinnville Housing Authority

McMinnville Housing Authority hosted their 2021 Spring Dance Recital for their "Ballerinas of Hamilton Street" on Sunday, May 30th.

The recital, held outdoors, included a free hot dog lunch, "out"door prizes, children's vocal performances, and even a Maypole.

"The Ballerinas of Hamilton Street" attend weekly practices in order to build their skills and prepare for their next recital. Each year, they hold two recitals. The second being "Hark at the Park", a holiday fundraiser at the Park Theatre.

Living Word Fellowship Church served food and also donated funds for the ballet outfits. Bryan Kell presented as emcee.

McMinnville City Police officers, Mark Mara and Taylor Vanbommel, volunteered their time to take photos and share the days' events with the residents of McMinnville Housing Authority.

For more information please visit, [mmhatn.org](http://mmhatn.org)



### 36,000 lbs of Food & Grocery Items Handed Out During Giveaway!

- Williamson Housing Authority

The Williamson Housing Authority (WHA) in conjunction with local nonprofit Save the Children and the USDA hosted a food giveaway that saw 1,200 boxes and 36,000 pounds of free food handed out to Tug Valley residents.

The initiative was a part of the U.S. Department of Agriculture’s Farmers to Families Food Box Program, which is designed to support children and families and help curb hunger during the COVID-19 pandemic.

“The event was well received by the community, and we had exhausted our supply of food in three hours, clearly demonstrating that hunger is a need in our communities,” WHA Executive Director Pauline Sturgill said.

Save the Children and the USDA sponsored the event while WHA served as the host site and WHA staff and volunteers worked the event.

“We know that Coronavirus continues to have significant, detrimental

impacts on children and families across America, particularly those who depend on school for meals. Save the Children is proud to be part of the solution to ensure fresh food reaches rural communities,” said Betsy Zorio, vice president of U.S. Programs and Advocacy at Save the Children.

WHA as well as many other affordable Housing Agencies have continued to partner with Save the Children to provide consistent food distributions to families within their area.

### New Education Center Opens

- Randolph County Housing Authority

The Randolph County Housing Authority’s new Learning Center is a project of the Randolph Workforce Opportunities in Rural Communities (Randolph-WORC) program.

Opening in February 2021, The Learning Center offers various adult learning programs – from online, job-specific training classes offered by Eastern CTC to workshops on interviewing and career planning to ACT WorkKeys tests that assess job skills for resume building. Its primary focus is to help people who want to advance in their jobs and careers by expanding their skills, knowledge, and certifications.

Randolph-WORC is partnering with Eastern WV Community and Technical College to provide certification and skill set classes in the Allied Health field, such as Clinical Medical Assistant and Medical Administration. Participants enrolled with Eastern can utilize the Center to take their classes. Job



Coaches are also available at the Learning Center to provide individual coaching and help people find jobs once they complete their Eastern classes.

The Learning Center gets most of its funding through a federal grant program. The total cost for this project is \$927,943. Approximately \$750,000 comes from a Federal U.S. DOL-ETA grant. The other \$177,943 comes from non-governmental sources.

For more information please visit, [rchawv.org](http://rchawv.org)





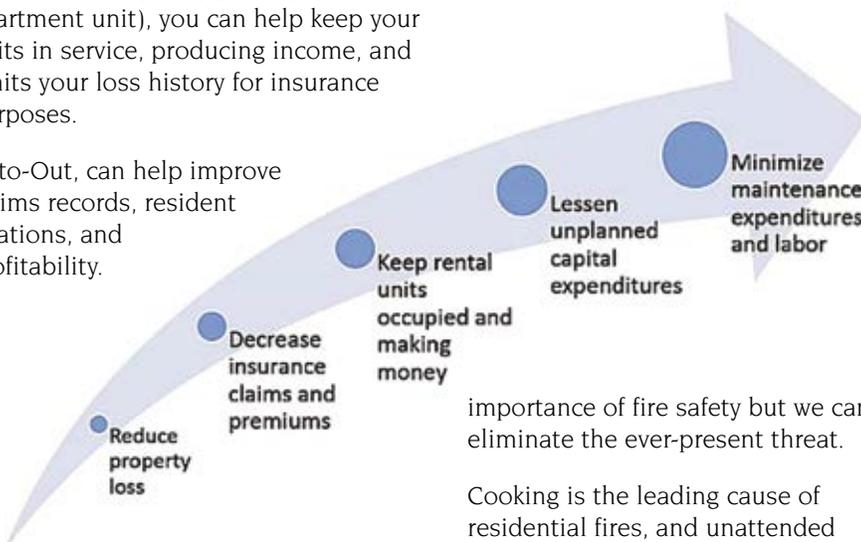
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**- John Gillespie, President of WAK Management Company**

The Auto-Out extinguished the flame immediately and prevented what could have been a major loss. The total damage was less than \$1,000! Our investment paid off handsomely."

John Gillespie, President of WAK Management Company

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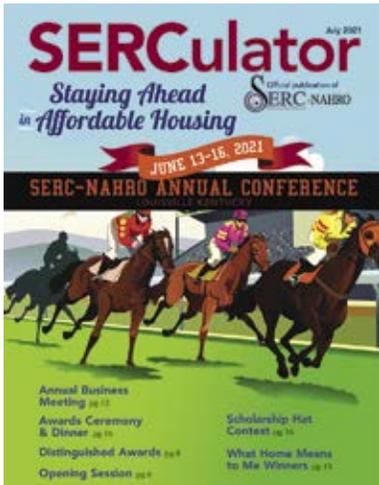
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SERCulator Mailing Date

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SERC-NAHRO  
Fall Workshop

## Fall Executive Committee Meeting & Fall Workshop

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Workshops  
Sun-Tues, Nov 14-16, 2021



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