

The MISSOURIAN

The Missouri Chapter of NAHRO Newsletter

June 2011

Published Quarterly

From the Office of the President:

Darrin J. Taylor

Dear MONAHRO Members:

1. President
2. MHAPCI
3. Senior VP
4. Housing
5. Member Services
6. Professional Development
7. Commissioners
8. SWRC award

I just want to say thank you for all your support and cooperation over the last two years. It has been exciting and challenging being President of MONAHRO; I thoroughly enjoyed the ride! I hope that being an "IPP" is a more leisurely and relaxing trip.

I look forward to Matt taking over the reigns as our new President. We can be confident that he will be a good and fearless leader. He is proving his leadership skills each day as he rebuilds his housing authority virtually from the ground up. I stopped in Joplin to visit with Matt on the way home from our recent conference and the progress there is tremendous. He is showing his community what a true housing professional can do when called upon. You know the old saying "when the going gets tough, the tuff get going" I'd say Matt is filling the bill.

We will need "tuff" leaders in the year ahead; leaders who can rally the troupes; so to speak. There is a long way to go with the future of our programs, especially in light of the economy, budget shortfalls and the increasing numbers of homeless in our Communities. At times like these, we all need to step up to the plate and challenge ourselves to do better. I was particularly proud of the effort made recently on the NAHRO "call-in" day. Our Members picked up the phone, sent e-mails and faxes and fearlessly communicated the great need there is for affordable housing programs. You should give yourselves a pat-on-the-back for a job well done. But let's not get too comfortable; because the battle is yet in front of us!

Thank you again for allowing me the honor to serve! MONAHRO has helped me grow and continue my personal journey. I look forward to serving as the V.P. Professional Development for the SWRCNAHRO.

Sincerely,

Darrin J. Taylor, IPP

MONAHRO

2011 MONAHRO Officers

Matt Moran	Senior Vice President
Robert Rorah	Vice President – Housing
Richard Waltemath	Vice President – Professional Development
Laura Hawley	Vice President – Commissioners
Wanda Peetoom	Vice President – Member Services
Rita Jackson	Vice President – C R & D
Donna Lewis	Secretary
Mona AuBuchon	Treasurer

2012 MONAHRO Officers

Matt Moran	President
Wanda Peetoom	Senior Vice President
Paul Page	Vice President – Housing
Doug Brown	Vice President – Professional Development
Frankie Davis	Vice President – Commissioners
Rhett Ehlert	Vice President – Member Services
Rita Jackson	Vice President – C R & D
Karen Chaney	Secretary
Mona AuBuchon	Treasurer

Executive Board Members

Diane Morris
Renia Mauldin
Lisa Ainsworth
Reba Williams

Carol Branham

Sharron Gargas
Nancy Nolker
Phil Steinhaus
Open

Ex-Officio Past Presidents

Paul Stark
Patty Van Weelden
Kenneth King
Bobby Henry
Donna Dunwoody
Tom Barnett

Joe Frieze
Charles Marinec
Allen Pollock
Judith Scarbrough
David Hayes
Darrin Taylor

MHAPCI News Notes

September, 2011



MISSOURI HOUSING AUTHORITIES PROPERTY AND CASUALTY, INC.

173 Chesterfield Business Parkway

Chesterfield, Missouri 63005

PHONE (636) 530-6181 FAX (636) 530-6942

e-mail: mhapci@sbcglobal.net

Website: www.mhapci.org

BOARD OF DIRECTORS

Carole King, President

Carrol Lindley, Director

Jack McCord, Vice President

Ed Miller, Director

Reba Williams, Secretary

Matt Moran, Director

Susan Rollins, Treasurer

David Hayes, Director

Diane Morris, Assistant Secy.

STAFF

Susan McNary, CEO

Angela Anderson, Assistant to CEO

FROM THE PRESIDENT.....

The MHAPCI Board gathered in August at the Lake of the Ozarks for its annual planning retreat. Recognizing that procedures are not sacred and that we learn from experience and each other, we looked for new ways to achieve excellence, offer our Members true value and good outcomes.

We had checked in with you to see how you think we are doing through a Member survey and the routine claim surveys that you complete following closure of each claim. We broke down the information you provided, analyzed your responses and learned that overall; you believe that we are doing an excellent job at handling your claims and providing services and coverage.

Yet, we are not satisfied. We want to continue to improve, provide differentiating services and reliable support. That is what you have come to expect and that is what we want to deliver.

I have appointed a committee to review our claims handling procedures and to look for ways to streamline the process and make it more transparent. We have invested in a pool management system that will enable us to stay on top of losses and spot trends. We have also procured a property valuation system that is designed to be more accurate and efficient, so that we can access the best information reasonably available to help you establish the replacement costs for your properties, and you can be confident that your properties are adequately covered. We have put a claims investigation procedure in place to assist you to identify risk exposures that might cause financial loss if untreated and then take necessary action to address those exposures.

Many of you asked us to provide a solution to the high cost of furnishing employee benefits. We listened, and have engaged a consultant to help shape a program that could be advantageous for many of our diverse membership. We are working toward that end and are hopeful that we will be able to achieve that goal.

MHAPCI is committed to providing high quality, competitively priced and stable insurance protection to its Members. MHAPCI is your company, and we want to hear from you. Send us your ideas, come join us at a MHAPCI Board meeting, stop by MHAPCI's office and check out our website at <http://www.mhapci.org> . Help us shape MHAPCI to continue to be vibrant, strong and positioned to address your changing needs.

Carole King

HOUSING AUTHORITY PROPERTY USAGE AGREEMENTS

Joann N. Dyroff, General Counsel

Housing Authorities frequently enter into agreements with organizations, tenants, and other individuals for the use of the Housing Authority facilities. Any time an individual or organization uses Housing Authority ("HA") facilities, there is a risk of liability or loss to the HA because of injury to an individual, damage to property owned by an individual or organization, or damage to the HA property.

In order to adequately protect against those potential issues, it is important that each HA enter into written agreements for the use of its facilities with such organizations, tenants, or individuals (the "Outside Party"). These agreements should specifically cover not only identification of the facilities or equipment being used, the policies, procedures and rules of the HA, and any costs or fees involved, but should also include language to protect the HA. The risk in this situation is of injury to an Outside Party, damage to the property of an Outside Party, or damage to the HA's property.

There are basically three means of dealing with risk:

1. You can eliminate the risk entirely;
2. You can assume the risk; or
3. You can transfer the risk to the Outside Party.

The only way to *eliminate the risk entirely* is not to make the HA facilities available to any Outside Parties – not a realistic approach. The HA can *assume the risk* itself, and, in effect, it does that if it does not have agreements in place concerning liability and property damage. The HA can *transfer the risk*. Transferring the risk depends entirely upon written agreements with the Outside Parties using the facilities, and the explicit agreement in those documents for the transfer of the risk.

Agreements with Outside Organizations:

It is important that written indemnification agreements and certificates of insurance be obtained from entities that deal with the HA or use the HA property, whether it is use of the property for a fee or use of the property on a gratuitous basis.

The HA should enter into agreements with contractors, vendors, organizations, or other groups doing business with the HA or using any HA property. The agreement should provide the HA with a hold harmless agreement **and** a certificate of insurance. This protects the HA by transferring the risk to the appropriate party.

- A hold harmless agreement provides contractual arrangements between the HA and the Outside Party, to ensure that the Outside Party accepts the legal obligations to protect the HA from any and all claims arising out of their actions. A sample hold harmless agreement is as follows:

“_____ agrees to indemnify and hold harmless the _____ HA from any and all liability, loss, or damage the HA may suffer as a result of claims, demands, costs or judgments against the HA arising from (describe the activity contemplated by the parties).”

- In addition, it is critical that the HA obtain a Certificate of Insurance whenever appropriate. A Certificate of Insurance that simply shows that the Outside Party has liability insurance is not sufficient: it must also name the HA as an “Additional Insured.” A sample agreement regarding this would be as follows:
“In addition, _____ agrees to provide the _____ HA a Certificate of Insurance naming the _____ HA as an Additional Insured in an amount not less than \$_____.”

Your HA legal counsel should review your proposed contracts to ensure that the language includes a hold harmless agreement and that the insurance requirements will provide adequate coverage, be in force during the term of the contract, and that the insurance will continue during the period of the Statute of Limitations.

MHAPCI has on its website an updated sample Lease Agreement in Word format that you may use as a starting point for the lease of HA community centers. You will want to work with your legal counsel to develop this form for your own use. See www.mhapci.org, Sample Policies.

Agreements with Individuals:

There are times that you will also want to enter into agreements with individuals and families who are using HA facilities on either a continuing or one-time basis. It is important that the HA provide each individual with a Release and Indemnification Agreement, in order to limit the liability of the HA for injury or damage to property. MHAPCI has updated sample Release and Indemnification Agreements for adults and for minors on the MHAPCI website (www.mhapci.org, Sample Policies). Please review these with your legal counsel for possible use by your HA.

MHAPCI COVERAGE & SERVICES

Susan McNary, CEO

Employee Benefits: MHAPCI’s 2011 coverage document includes coverage for liability arising from administrative errors in the administration of an employee benefit program, such as failure to enroll someone. It does not cover liability or loss from the failure of any investment to perform as anticipated.

MHAPCI’s employee benefits coverage does not cover negligent decisions associated with the role of a fiduciary, for example, investing a retirement fund in Greek junk bonds and telling the participants that they are invested in AAA securities. For broader coverage, MHAPCI can assist Members in the purchase of fiduciary liability coverage.

Safety Policies: MHAPCI can provide you with sample safety policies and posters that can help you reduce losses and cut the cost of worker’s compensation coverage and benefits. While you care about your employees and your ultimate goal is to promote their safety and protect Housing Authority property, if you have

a safety policy in place, an employee fails to follow the policy and is injured, their workers comp. benefits can be reduced.

It was surprising to me to learn the number of people who don't wear seat belts. MEM had 15 work-related fatalities in 2010. Three were from falls and 12 were vehicle-related. Of the 12, 11 were not wearing their seat belts. Give us a call or go on our website, and we will get these safety materials out to you.

10 THINGS YOU CAN DO TO MAKE DISASTER RECOVERY GO MORE SMOOTHLY

Copyright-Protected & Printed with the Permission of Adjusters International, Inc.

www.adjustersinternational.com

By definition, disasters are rarely tame or predictable, and few businesses are truly prepared for the full extent and nature of a disaster when it does strike. While recovery is never easy, there are a few key steps you can take before and after an event to help make your insurance claim- which is, after all, the basis for your financial recover- go more smoothly.

Pre-Event

- 1) Take photographs of property before a natural disaster occurs. Photographs will be important to prove the extent of your damages later. Take new photos every year, or after any development to the property.
- 2) Back up business-critical information. Make sure your business-critical client records and communications systems are backed up off site so you can immediately retrieve key client information, financial documents, and sales histories. The responsiveness can make or break your public relations and disaster recovery efforts.
- 3) Have a response team in place. Put a claim management team together before a disaster strikes and assign a lead spokesperson in the event of a loss. Only an individual who is knowledgeable in the area of insurance should handle interactions with your carrier. This is essential, since the smallest comment can make a big difference in how much money you recover.

Post-Event

- 4) Protect your property from further damage. It's your responsibility to perform emergency work such as putting up tarps, removing wet drywall and carpeting to prevent mold, and boarding up openings and installing fencing where necessary to protect your belongings and keep others from getting hurt.
- 5) Beware of contractors asking you to sign a contract for non-emergency services. Ideally, you should not hire a contractor to rebuild your business until you have agreed on a repair/replacement scope of damage and an estimate of pricing with your insurance company. Then you will know how much you have to spend on reconstruction.

- 6) Document the damage. Photograph or videotape the scene, including the debris pile, before you begin any cleanup efforts. When estimating damages, do not rely solely on your historical records. Instead, secure replacement cost estimates.
- 7) Request a complete copy of your insurance policy. Read and make sure you understand your rights and obligations under your insurance policy before entering into any serious discussions or negotiations with your carrier. Seek out a professional to help you understand what your policy actually covers and, just as important, what it doesn't.
- 8) Document all your activities and expenses. Keep a log of all activities and save all receipts after the damage, including those for property replacement and extra expenses. This will provide the documentation a disaster recovery professional requires to present expenses to your carrier, and you will know which expenses will be reimbursed as you rebuild.
- 9) Make decisions that are best for the survival of your business. Policyholders often expect the insurance company to tell them what to do to save their business. Insurance company adjusters are simply auditors of your property insurance claim. Only you know your business and what's best for your recovery.
- 10) Hire your own experts. The insurance adjuster sent by your carrier to evaluate the damages is exclusively working for the insurance company, not for you. It's your responsibility to document and submit your claim. Make sure you have someone who knows insurance inside and out on your side to ensure that you get a full, fair, and expedited settlement- while you concentrate on maintaining your operations, not on claim details. Understand that your claim will have to be verified.

What Would You Give to Eliminate All Your Stovetop Cooking Fires?

By, Earl Diment, Chief Safety Officer, Pioneering Technology Corp.

edment@pioneeringtech.com

As a retired fire prevention officer, a fire-safe stove was a dream of mine and every one of my colleagues whose job it was to prevent fires in the home. Traditionally the number one cause of residential fires, unattended cooking has confounded the fire service for years. This is because the only tools we had to prevent these fires were education and awareness. We have spent countless hours trying to educate the public on safe cooking practices, but even with that effort these fires are still on the rise.

Fortunately there is now something we can do to take that next step to drastically reduce those risks regardless of the actions of the tenants. There is now a simple affordable cooking system that can be either retro-fitted to an existing electric coil stove, or put on a new one before delivery.

Three things happen immediately once this product is installed on an electric coil type range; the unattended cooking fires go away, the stove now uses less electricity, (often as much as 50% less), and burned food evacuations are drastically reduced if not eliminated.

The name of this technology is SafeTelement. It works by reducing the temperature under the pan to the point where auto-ignition of oil, food, clothing, etc. will not occur, but cooking quality is not compromised. It does this by means of a cast iron plate clamped to the element with a thermal couple or heat measuring device. The element underneath the cast plate will still get as high as 1200 degrees F, but the surface of the plate that is in contact with the pan never gets hotter than 662 degrees F. Above 662 degrees F cooking stops and food will shortly ignite.

This is not new technology SafeTelement has been around for years, but as with all new innovative technology it takes time to catch on. To date there have been over 50,000 units installed in the US, Canada, and around the world. In every case SafeTelement not only reduced cooking fires, it eliminated them. This includes student, senior, low income, and military housing.

This product has been fully listed and tested on over 1000 different stoves and has been exhaustively studied, tested, and independently verified. It works and the methodology that SafeTelement uses; "high end heat limiting technology" has now been endorsed by resolution (up to and including recommendation of mandate) by the SE Section of the International Fire Chiefs Association (10 SE States and two territories), the Washington State Fire Chiefs, and the Canadian Fire Chiefs Association (the national association for the entire country).

The Toronto Community Housing is requiring it on all new stoves that they purchase. There are numerous case studies on file for the success of this technology. Toronto Community Housing, Tampa Housing Authority, The Naval Base in Sasebo, Japan, University of Delaware just to name a few.

As you replace your stoves through normal attrition consider putting this technology on all your new ranges or write it into the specifications on new construction projects. A range equipped with this technology will save you money in three ways. The first and most obvious is that it will eliminate fires. The second is that the energy savings will help pay back the cost. The third is the savings in maintenance. When this technology is installed on a new stove the burners work less hard, and they are protected from spills which contribute to shortening the lifespan of the burner and plug.

The bottom line is that this technology works, it's proven, tested, and accepted. It will save lives, money, protect housing stock, and help keep seniors independent longer.

Senior Vice President's Report

September 2011

Sorry I missed everybody at the Fall Conference in Springfield.

We've had construction going on here for about two months now, and it's been great to see the buildings rise back up. We have displaced residents coming by the sites every day to see the progress. Our goal is to have all the homes ready for people to move in by Thanksgiving, and the office will hopefully come soon thereafter.

I'm trying to keep up with news about our programs as best I can, and Darrin Taylor has been in contact with me weekly to keep me up to speed on MO NAHRO. I know it looks pretty bleak with regard to future funding, but it's been bleak before and our members keep going forward. Stay hopeful and please do your part in educating our legislators about how their decisions affect the people on our programs.

Respectfully submitted,

Matt Moran

mmoran@joplinpha.org

MO-NAHRO HOUSING COMMITTEE
SPRING CONFERENCE MEETING MINUTES

(Draft copy pending review and approval by the Committee)

The Housing Committee of MO-NAHRO met on September 14, 2011

at the University Plaza Hotel - Springfield Missouri

Bob Rorah – VP Chair

Joy Edgar - Secretary

Roll Call

Chairperson, Robert Rorah called the meeting to order, a roll call of the following members were present;

Members: Ed Miller, Carrol Lindley, Carole King, Erma Owens, Katrena Hacker, Patty VanWeelden, Joy Edgar, Barbara Sumpter, Stacey Ingersoll, Paul Page, Carol Branham, JoeAnn Daugherty, Jim Mitchell, Allen Pollock, Robert Rorah

Guest: President, Darrin Taylor

Reading and Approval of the Minutes of the Previous Meeting

Chairperson, Robert Rorah asked if all members had read the meeting minutes from the Spring Conference held on March 16, 2011 at the Hilton Garden Inn – Independence, Missouri. Mr. Rorah then asked all members present if there were any corrections to be made. All members present discussed and agreed no corrections were needed. Motion to approve the minutes was made by Carole King, seconded by Reba Williams. Chairperson, Robert Rorah asked all members present in favor to vote “AYE”. All members present voted “AYE”, none opposed. Chairperson, Robert Rorah declared the meeting minutes approved.

SOUTHWEST NAHRO HOUSING COMMITTEE SUMMER CONFERENCE JUNE 27, 2011

ALBUQUERQUE, NEW MEXICO

Chairperson, Robert Rorah distributed copies of the meeting minutes from the SWNAHRO 2011 Summer Conference along with each State Housing Committee Report to all members present for discussion and review. Mr. Rorah then reported items discussed were Non-Smoking Policies, 4-Day Work Weeks, zero income tenants and big discussion on recapture of operating subsidies and Section 8 - HCV Admin Fees. Additionally there was further discussion on ways agencies can cut costs and save money and zero income tenants. The committee also came up with the following four questions to be asked at the luncheon by Blake Farris to the two Senior Vice-President Candidates attending the Summer Conference;

1. What are they going to do about recapture of reserves and what actions will they take so HUD and congress stops this recapture procedure?
2. What will they do to make HUD support Housing Authorities?
3. How do they feel Housing Authorities can survive, and what can you do to help us with HUD?
4. What can you do for us and what is your vision over the next four years?

Chairperson, Robert Rorah then asked the members present to approve the SW-NAHRO Summer Conference report. Motion to approve the report was made by Carole King, seconded by Barbara Sumpter. Chairperson, Robert Rorah asked all members present in favor to vote "AYE". All members present voted "AYE", none opposed. Chairperson, Robert Rorah declared the SW-NAHRO Summer Conference 2011 report approved.

REPORT ON SOUTHWEST NAHRO TRANSITIONAL MEETING – AUGUST 10-11, 2011 IN SPRINGFIELD, MO

Incumbent Chairperson, Paul Page reported the Transitional Meeting in Springfield helped define the responsibilities of Regional / Chapter Staff to National NAHRO. The Housing Committee Addresses program and policy issues related to public housing, Section 8, tenant-based and project-based housing and other programs related to affordable housing.

Mr. Page then distributed the National NAHRO Housing Committee – Consent Agenda to all members on the following items; (see attached Housing Committee – Consent Agenda resolution document in full detail)

- Public Housing Reserve Policy
- Protecting Certain Operating Reserves Against the FY 2012 Offset Proposal
- Household Recertification under SEVRA
- Project-Based Voucher Reform
- Housing Quality Standards & Uniform Physical Condition Standards
- Family Self Sufficiency Program
- PHA Executive Compensation
- The Housing Trust Fund Elimination Act of 2011

SECTION 8 MATTERS AND ISSUES

All members present discussed the Section 8 Voucher reform and the most important issue now being Administration Fee cuts placing Agencies in peril of closing their doors. Last year Admin Fees were cut 8 to 10% and now the proposed FFY 2012 funding is cutting an additional 25% of Administrative Fees. Further discussion ensued on SEVRA being endorsed by HUD. Some of the concerns are that SEVERA doesn't look like the simplification that Section 8 Agencies need. Additional concerns were voiced about fewer inspections and less recertification with SEVRA.

PETRA - TRA

All Members present discussed and agreed there is nothing in the current FFY 2012 Funding Bill for PETRA or TRA.

SHARP – SMALL HOUSING AUTHORITY REFORM PROPOSAL

All members present discussed and agreed SHARP is not being discussed at a National Level at this time. (Not a lot of talk lately about this issue)

HUD LEAD-BASED PAINT RENOVATION, REPAIR AND PAINTING (RRP) RULE

Chairperson, Robert Rorah distributed the Notice PIH 2011-44 (HA); OHHLHC 2011-01 Guidance on EPA's Lead-Based Paint Renovation, Repair and Painting (RRP) Rule, HUD's Lead Safe Housing Rule, and the EPA-HUD Lead Disclosure Rule. All Members present discussed and agreed the lead base paint disclosure form needs to be signed by the Agency and Tenant and needs to be kept in the Tenant File. And we need to make sure we can produce documents that prove there has been lead base paint testing done. (Follow the PIH 2011-44 Notice)

REPORT ON NATIONAL HOUSING MATTERS FROM PRESIDENT, DARRIN TAYLOR

MO-NAHRO President, Darrin Taylor began his discussion by thanking us for letting him serve the past two years as President for MONAHRO, it has been a pleasure. Mr. Taylor then reported the progress being made in Joplin, MO and Vice President, Matt Moran's ongoing effort rebuilding the Joplin Housing Authority (our thoughts and prayers are with Joplin). Mr. Taylor also wanted to express Vice President, Matt's Moran's regrets for not being able to attend the Fall Conference here in Springfield. Matt is looking forward to serve as MO-NAHRO's President at the Spring Conference in 2012 and seeing everyone. (Thank you Matt)

President, Taylor also discussed how troubling all the funding cuts are and about working on a MO-NAHRO position for continued and ongoing advocacy within our organization. Mr. Taylor also suggested immediate action needed to create a sign on letter from MO-NAHRO stating our position and concerns about proposed funding cuts from HUD and Congress. All members present discussed and agreed a Sign-On Letter was necessary. Chairperson, Robert Rorah made the motion to have the Legislative Committee create a Sign-On Letter. Patty VanWeelden seconds the motion. Chairperson, Robert Rorah asked all members present in favor to vote "AYE". All members present voted "AYE", none opposed. Chairperson, Robert Rorah declared the motion approved.

Miscellaneous

Discussion ensued by all members present on:

The Top five Salaries of each PHA submitted to HUD for Publication and the

Sign - On Letter needs to primarily focus on funding.

Adjourn

Chairman, Robert Rorah asked if there was any further business to come before the Housing Committee. Hearing none, Chairperson, Robert Rorah then declared the meeting adjourned.

I would like to take this opportunity to thank MO-NAHRO for the opportunity to serve as Chairperson for the Housing Committee, it was my pleasure. It is also my pleasure to know Incumbent Housing Committee Chairperson; Paul Page will be advancing the Housing Committee's agenda for MO-NAHRO. I also want to thank the MO-NAHRO members for all your support and input when resolving issues and topics that affect every one of us. Please encourage and invite anyone interested in the current housing issues to attend the Housing Committee meetings. The meetings are very informative and a great way to interact with other Housing Authorities and Section 8 Agencies. If anyone has any questions or concerns, you may contact me at bob@c-magic.com.

It has been my pleasure.



Dear MO-NAHRO Members,

More than 70 years ago, this nation committed itself to providing a decent home and suitable living environment for all Americans. To date, this promise has not been fully realized. With renewed public support and enlightened leadership, we are committed to reestablishing this objective as a national priority.

Safe, decent and affordable housing is pivotal in our society—beyond providing basic shelter, it positively impacts the economy and improves the quality of our environment.

Thank you! It has been my pleasure to serve as the Missouri State Housing America Coordinator for the past three years.

And Thank You Anita Kennedy for accepting the appointment as the New State Coordinator! Everyone in MO-NAHRO will be supporting your efforts to make the Housing America Campaign a continuing success!

Sincerely,

Bob Rorah



I would like to start off by thanking Robert Rorah for his great enthusiasm in this program..

I know we are pulled in so many directions most of these are not good directions, but this one is great!

Housing America Campaign focuses on our youth. Anytime we can generate enthusiasm and pride in our youth we are doing our city, county and country a favor.

Housing America encourages the youth in our housing programs to take a minute and describe through art, what their home means to them. Do they feel safe for the first time in a long while; are they proud of the home they are in?

We recently presented \$50.00 savings bonds to three kids all from the Clinton Housing Authority for their participation in the 2010 campaign. Those posters were sent on to National NAHRO where the top twelve will be made into a calendar that is seen all over the country.

So, when I start with the emails in a few months **please do not DELETE ME!**

Take pride in your properties and help celebrate the great work that you do.

Anita Kennedy

Housing American Chairperson

Incoming Housing Committee VP

It is an honor to have been asked to serve as MONAHRO Housing Committee VP. As you know, I am very interested in housing and legislative issues and have been serving on both the MONAHRO Housing and Legislative committees. I am now serving on the Southwest NAHRO Housing Committee as well and will be attending SW Legislative meetings when possible. I also plan to attend the National NAHRO Conference in St. Louis, next month.

We certainly have many challenging housing issues to face in the upcoming months and years, primarily reduced, inadequate funding in both our Section 8 and Public Housing programs. I am confident that if we all keep contacting our House Representatives and senators and provide them with information about our housing programs the damage can be lessened to some degree.

Thank you to those that are serving on the MONAHRO Housing Committee. I hope you will continue to do so. If you are not currently serving on a MONAHRO Committee

I want to take this opportunity to invite you to join our Housing Committee., My contact information is listed below.

Respectfully Submitted,

Paul M. Page

Vice-President Housing Committee

Executive Director

Charleston Housing Authority

PO Box 67

Charleston, MO 63834

Karen Chaney, Incoming Secretary MONAHRO

I am Karen Chaney, Executive Director of Clinton Housing Authority. I have worked at Clinton Housing Authority since 2004. I originally started working the front desk taking rents and applications. I processed applications for admission into the public housing program. I then moved into the position of Administrative Assistant and took care of the move in process, recertifications, income changes, the move out process and HUD reporting. In October of 2010 I applied for the position of Executive Director and was granted the position.

I have accepted these challenges as I will accept the challenges involved while fulfilling my duties as secretary for the Missouri Chapter of NAHRO. My biggest hurdle in this position will be learning everybody's name and pronouncing them correctly. I know some of you by first name, but have no idea what your last name is; and I am not sure if I know what housing authority you are associated with. Your help with my shortcomings will be greatly appreciated.

PROFESSIONAL DEVELOPMENT

Hello, this is my last newsletter as the MoNAHRO V-P for Professional Development. It has been three years since I became the V-P and it has been hectic at times. However, come that last day of the conferences and everything has come together it has proved to be worthwhile and gratifying. One person cannot take credit for the success of the conferences. It takes a team effort and I had a small but wonderful team working together to insure the conferences were a success. Professional Development is where the conferences start and where the meetings come together. This is where the sessions, speakers, and everything else that makes the conference comes together. At the end of my part of the newsletter are the people, who made the conferences a winner, please when you talk to or see them give them a pat on the back and thank them for their hard work. If you ever have had to plan a conference you know it takes a lot of hard work. They do this and still do their work at their housing authority.

I will be staying on the Professional Development Committee and working with Doug Brown, the new V-P. Doug has a plan in progress and he has the team that wants to work and make these conferences what you, the constituents, want them to be. He does need to know what you want you need for training, contact him and let him know.

On a final note I would like thank everyone for giving me a chance to do this job. There are several people I would like to thank beginning with our President, Darrin Taylor. Darrin while it is true I will not miss the endless telephone calls, however I do thank you for calling they helped get these meetings together. I would like thank Darrin, David Hayes and Jack McCord for bringing the data projectors to the conferences. Rent on those devices is very expensive. As I stated before I would like thank the members of the Professional Development Committee:

Carol Branham	Doug Brown
Donna Dunwoody	Laura Haynes
Gay Littken	Lee Radtke
Teresa Osborn	Lisa Ainsworth
Mike Pipkin	

These are the people that made the conferences successful, thank you all.

Newsletter

MEMBER SERVICES

As incoming VP of Member Services, I look forward to working with the new officers and for the membership of MONAHRO. Together, we can face the challenges and triumphs that lie ahead. Remember, we are the committee of FUN! So, if you haven't joined a committee yet, please come check us out. We are always looking for new faces, new ideas, and improvements on current things to better serve the membership. Together, we can make the next two years a success.

Thank You,

Rhett Ehlert

UPCOMING MEETINGS

Richard Waltemath

Jack the attached is my article newsletter. The 2012 meetings are as follows:

Spring	Kansas City Airport Hilton	20 – 23 March
Section 8/Public Housing Workshop	Camden on the Lake	14 – 16 May
Fall	TBD	TBD
Maintenance	Port Arrowhead, Lake Ozark	16 – 18 October.