

Building Rural Communities

Celebrating

Changing Landscape A Place to Live: Rural Housing in a

Registration Brochure





Housing Assistance Council 2010 National Rural **Housing Conference**

December 1-3, 2010 Preconference activities November 30 In Partnership with:

Rural Community Assistance Partnership 701 **National Conference**

Begins November 30, 2010

Washington Marriott Wardman Park, Washington, D.C.

Register Now for HAC's 2010 National Rural Housing Conference

A Place to Live: Rural Housing in a Changing Landscape

ABOUT THE HOUSING ASSISTANCE COUNCIL

The Housing Assistance Council (HAC), a national nonprofit organization, has been helping rural America build affordable homes since 1971. Headquartered in Washington, D.C., with offices in California, Georgia, Missouri, and New Mexico, HAC assists public, nonprofit, and private organizations in the development of both owner-occupied and rental housing with programs that focus on local solutions, empowerment of the poor, reduced dependence, and self-help strategies.

HAC's mission is to improve housing conditions for the rural poor, with an emphasis on the poorest of the poor in the most rural places, particularly regions and populations with high needs: Native American communities, the Mississippi Delta, farmworkers, the Southwest border colonias, and Appalachia.

HAC is an Equal Opportunity Lender.

For more information on HAC services, please contact a HAC staff member at one of our offices or at the National Rural Housing Conference, or visit HAC on the web at www.ruralhome.org.

ABOUT RCAP

The RCAP mission is to assist rural people to improve the quality of life in their communities.

RCAP works with small, rural communities to assist them in:

- improving environmental and community health
- developing sustainable water and waste-disposal facilities
- increasing the capability of local leaders to address current and future needs
- being in compliance with federal and state regulations for utilities

For more information, visit RCAP at www.rcap.org.

RCAP'S ANNUAL NATIONAL TRAINING CONFERENCE 2010

This year's conference will feature sessions within three tracks:

- **E DOING OUR WORK MORE EFFECTIVELY**: session topics include outreach, mediation and conflict resolution, techniques for knowledge retention, and tips for becoming an engaging trainer
- **F MANAGEMENT, FINANCE, AND ADMINISTRATION:** session topics include engaging the community, user-friendly rate-setting tools, and creating sustainable small utilities
- G WATER AND WASTEWATER TECHNICAL ISSUES: session topics include water treatment and wastewater collection in non-technical language, advanced new technologies in water treatment, and troubleshooting Q&A

National Office

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Western Office

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Conference Highlights

BE INSPIRED

LEARN INNOVATIVE ORGANIZATIONAL AND HOUSING DEVELOPMENT STRATEGIES

Conference workshops and training sessions are organized in six learning tracks: Creating Affordable Housing Opportunities, Strengthening Organizational Capacity, Resources to Support Affordable Housing, Innovative Approaches and Current Housing Policy Issues, USDA Section 502 training, and RCAP. (See workshop descriptions on pages 4-11.) This year, attendees will also have the opportunity to participate in a Self-Help Housing Series with sessions led by practitioners from across the country. Hear policy and program updates from USDA and HUD staff, learn effective community outreach and client management strategies, and share proven affordable housing development tips and techniques.

CELEBRATE OUR WORK

JOIN US FOR THE RURAL HOUSING AWARDS BANQUET

On Thursday, December 2, 2010, HAC will acknowledge rural housing leaders whose efforts have led to improved housing in rural America. The Cochran/Collings Award for Distinguished Service in Housing for the Rural Poor honors individuals who have provided outstanding and enduring service, with national impact, for the betterment of housing conditions for the rural poor. The Skip Jason Community Service Award recognizes individuals whose efforts have improved the housing conditions of the rural poor in their communities. The Henry B. Gonzalez Award acknowledges elected officials who have significantly contributed to improving housing conditions for low-income rural Americans during their terms. There is still time to nominate someone who has made a difference in your work. For more information, contact Lilla Sutton at HAC, lilla@ruralhome.org, 202-842-8600 ext. 113.

RURAL HOUSING IN A CHANGING LANDSCAPE

Maintaining a Commitment to Affordable Rural Housing

This year's conference theme, *A Place to Live: Rural Housing in a Changing Landscape*, emphasizes the importance of maintaining a commitment to affordable housing in the face of such issues as a national housing crisis, an ongoing recession, and electoral changes. We hope you will join us as we address the fluctuations in our national and local political and housing landscape. We will also discuss how organizations can both survive and thrive in this shifting landscape. The goal of the plenary sessions is to help clarify what the landscape looks like, what the prevailing political agenda portends for us, and how local organizations can plan anew or retool to remain sustainable and vital in the coming years. The workshops will supplement the plenaries by providing practical examples and training on best practices used by some of the most successful organizations in the field.

FOR MORE INFORMATION, CONTACT HAC

Phone: 202-842-8600 EXT. 137, Fax: 202-347-3441

Email: HACconference2010@RURALHOME.ORG



REGISTER NOW!

Every paid registration received by November 1 will be automatically entered to win special prizes.

REGISTER NOW AND WIN!

REGISTER EARLY AND WIN



Conference at a Glance

TUESDAY, NOVEMBER 30

| Registration/Information 7:30 am - 7:30 pm |
|--|
| Pre-Conference Meetings 8:30 am - 4:30 pm |
| Section 502 Certification 8:30 am - 4:30 pm |
| RCAP Opening Plenary 8:30 am - 12:00 noon |
| RCAP Workshops |
| R2 Asset Management Tool Updates: What's New with CUPSS? |
| R3 Cross-Connection Control and Backflow Prevention: From Horror Stories to Safeguards |
| RCAP Workshops |
| R5 WARNS: What's New? How are they Working with Small Utilities? |
| R6 Advanced Topics in Water Treatment |
| Exhibit Hall |
| HAC Kick-Off Reception 6:30 pm - 8:30 pm |

IMPORTANT DEADLINES

OCTOBER 15

Deadline for USDA Section 502 Certification Training Registration

NOVEMBER 1

- Deadline for Early Registration
- Deadline to submit Scholarship Application
- Deadline to request Pre-Conference Meeting space

NOVEMBER 5

Deadline to make hotel reservations

NOVEMBER 8

- Deadline to pay HAC any balance due for registration
- Deadline to submit dietary and other special requirements

WEDNESDAY, DECEMBER 1

| | - |
|---------------|--|
| Registro | ution/Information7:30 am - 7:30 pm |
| Exhibit | Hall8:00 am - 7:30 pm |
| | pening Plenary |
| Section | on 502 Certification8:30 am - 4:30 pm |
| | A Look at Federal Housing Initiatives The Future of Sustainable Building Housing America's Aging Population Community Training Techniques Double Feature: 1) Engaging the Community; 2) Hiring Professional Services |
| Lunch P | Plenary |
| Outloo | k for the New Congress |
| | rent Workshops2:30 pm - 5:30 pm |
| | rter workshops are marked Your Toolkit for Changing the Landscape of Rural Rental |
| 7.0 | Housing |
| | Tools and Tactics for Managing Your Housing Rehab Program |
| B3 | |
| B4 | Empowering Nonprofit Organizations to Prepare for Common Disasters |
| C3 | Successful Grant Writing |
| C4 | |
| D3 | Putting the Web to Work |
| △ Ø D4 | Affordable Housing Development After the Financial Crisis and Reform |
| KENE E3 | Creating a Storytelling Organization* |
| <i>кеж</i> Е4 | 1 3 |
| F3 | Communities** Sustainable Small Utilities: Creating Valuable and Efficient |
| F4 | Infrastructure Enterprises* 21st Century EPA Webtools for Communities and Technical Assistance Providers** |
| REAR G3 | Introduction to Wastewater Collection, Treatment and |
| KENP G4 | Disposal* Introduction to Water Treatment and Supply** |
| THE RESERVE | |

WORKSHOP KEY:

Preservation homeownership/Asset Building O Section 502 RCAP

Conference at a Glance

THURSDAY, DECEMBER 2

| Registra | tion/Information | 7:30 am - 7:30 pm |
|--|--|-----------------------------------|
| Exhibit H | Hall | 8:00 am - 7:30 pm |
| HAC M | orning Plenary | 8:00 am - 10:00 am |
| RCAP W | Vorkshop Rate Study Tools: Effective and Not Ov | 8:00 am - 10:00 am verwhelming |
| Section | on 502 Certification | 8:30 am - 4:30 pm |
| A5 A6 B5 B6 | rent Workshops | mes |
| C5 TC6 D5 TD6 ME5 ME5 MEG5 | Advocacy for Rural Housing Intermediary Loan Fund Capital Educating Residents about the Importo Rural Rental Preservation Policy and Pr Customer Payment Assistance Program What's Important to USDA Rural Deve SCADA: Is it Appropriate for Small Wo Systems? | actice Update ns lopment? |
| | lenaryal Rural Housing Coalition Luncheon | . 12:00 pm - 2:00 pm |
| Concurr | rent Workshops | 2:30 pm - 5:30 pm |
| Shor | ter workshops are marked | |
| A7 A8 B7 B8 C7 C8 D7 ✓ D8 ✓ E7 | 9 | Plans n Work cal Officials and |
| | Resources* | oranon, and Electronic |

FRIDAY, DECEMBER 3



WIN A QUILT

DONATED BY

TEDDY GARDNER

REGISTER FOR
THE CONFERENCE AND
RESERVE YOUR HOTEL ROOM
FROM HAC'S WEBSITE!
VISIT WWW.RURALHOME.ORG

LEARNING SERIES

- Green Building Workshops: A8, B2, D1, D5, D8
- Rental Housing and Preservation Workshops: A3, A5, A7, C6, D6
- Self-Help Housing Workshops: A1, B1, B6, C6, D4, D8
- Homeownership/Asset Building Workshops: A1, A6, D4
- Section 502 Training Workshops

 RCAP Workshops: E (1-7), F (1-7), G (1-
 - 7), R (1-7)

* Workshop will run from 2:30 to 3:45 pm

F7 Business Continuity Planning for Small Utilities*

G7 Current Topics in Decentralized Wastewater Management*

** Workshop will run from 4:00 to 5:30 pm

TUESDAY, NOVEMBER 30 1:30 PM - 3:00 PM

RCAP WORKSHOPS

R1 ORIENTATION TO RCAP

This workshop is for staff who are new to RCAP in the last year or so. An orientation to the national RCAP network will be given – its mission, how the parts of the network relate to each other, how funding works, and what challenges are faced. Also covered will be expectations of Technical Assistance Providers (TAPs) and how they can manage their daily tasks.

R2 ASSET MANAGEMENT TOOL UPDATES: WHAT'S NEW WITH CUPSS?

In 2010, Ohio RCAP began offering a new, hands-on, full-day training session for local officials titled "Asset Management for Local Officials and Applied Asset Management Featuring CUPSS." Ohio RCAP will demonstrate and explain the CUPSS Finance Section, provide an update on the changes made to the CUPSS program, and review a completed My CUPSS Plan.

R3 CROSS-CONNECTION CONTROL AND BACKFLOW PREVENTION: FROM HORROR STORIES TO SAFEGUARDS

Have you heard about water customers finding toilet paper in their ice makers? Hear about this case and other examples where cross-connection control and backflow prevention were inadequate. This workshop will provide an overview of best practices, as well as hardware, resources, and training programs available for cross-connection control and backflow prevention. **TUESDAY, NOVEMBER 30**

3:30 PM - 5:00 PM

RCAP WORKSHOPS

R4 BRING YOUR QUESTIONS

Representatives of state primacy agencies, water-utility associations (both public and private), and local government organizations will answer questions and facilitate discussion on how to obtain state contracts; where states will go with the new emphasis on restructuring; efficient management of small, private water companies; and other timely priorities in the water and wastewater industry.

R5 WARNS: WHAT'S NEW? HOW ARE THEY WORKING WITH SMALL UTILITIES?

EPA Water Security Division staff will report on the status of Water and Wastewater Agency Response Networks (WARNs) nationally and share information about new tools and resources to assist WARNs. Participants will be asked to share their challenges, successes, and needs regarding spreading the word about WARNs' benefits among small utilities and recruiting small utilities to become members of WARNs.

R6 ADVANCED TOPICS IN WATER TREATMENT

This workshop will cover new technologies and processes available for an array of water-treatment challenges, such as arsenic removal and disinfection byproduct control. Participants are expected to have a background in watertreatment concepts.

WEDNESDAY, DECEMBER 1, MORNING WORKSHOPS 10:30 AM - 12:00 NOON

TRACK A: HEADING FOR HOME - CREATING AFFORDABLE HOUSING OPPORTUNITIES

🔻 A1 USDA RURAL DEVELOPMENT'S 502 AND 504 PROGRAMS: AN OVERVIEW

This workshop will review several key concepts of USDA Rural Development's Section 502 and 504 homeowner programs. Attendees will learn the purpose, eligibility requirements, loan terms, and regulations of each program.

A2 SHELTER IN THE STORM: BEST PRACTICES IN ADDRESSING RURAL HOMELESSNESS

This panel will bring together national and local leaders to discuss their experiences in implementing homelessness prevention, rapid re-housing, and supportive housing programs in rural communities. Panelists will highlight the policy and programmatic impacts of the Homeless Prevention and Rapid Re-Housing Program (HPRP) and share their insights on the resources available to meet rural homeless needs.

WORKSHOP KEY: Green Building Preservation ▼ Self-Help

RCAP

WEDNESDAY, DECEMBER 1, MORNING WORKSHOPS CONT. 10:30 AM - 12:00 NOON

TRACK B: FROM CRISIS TO OPPORTUNITY - STRENGTHENING ORGANIZATIONAL CAPACITY

B1 SINK OR SWIM? TOOLS AND TECHNIQUES FOR SURVIVING AND THRIVING

For most nonprofit organizations, finding adequate resources is a challenge in the best of times. The recent economic crisis has pressed even the most stable groups to become more resourceful—downsizing, jettisoning projects, and making new alliances. Learn how other nonprofits have refined their missions, accessed untapped labor resources, and used other creative strategies to not only survive, but also thrive in a challenging economy.

■ B2 MANAGING A REHAB PROGRAM AS A SUCCESSFUL BUSINESS MODEL

This workshop will provide nonprofit housing developers with the strategies and specialized skills needed to acquire, rehabilitate, and manage or sell properties. Workshop presenters will provide an overview of the acquisition and rehabilitation process for homebuyer and rental projects, discuss green rehabilitation strategies, and share resources on conducting project feasibility analyses. Funding sources such as the Neighborhood Stabilization Program will also be discussed.

TRACK C: EXPLORING THE COUNTRYSIDE – RESOURCES TO SUPPORT AFFORDABLE HOUSING

C1 SHOW ME THE MONEY! FUNDRAISING FROM PRIVATE SOURCES

In tough economic times, are foundations and corporations still a source of support for affordable housing? Where are they? How do rural organizations find and approach such sources? This workshop will try to answer those questions, with speakers drawn from both foundation staff and successful fund seekers.

C2 WHAT'S NEW? A LOOK AT FEDERAL HOUSING INITIATIVES

This session will describe what the future may hold for federal housing programs. The Obama Administration has proposed a number of new initiatives including the Rural Innovation Fund, Transforming Rental Assistance, and Sustainable Communities at HUD, a regional approach to housing and community development at USDA, and efforts to improve cooperation between HUD and USDA. Expert panelists will describe these efforts and assess their status.

TRACK D: PLOWING NEW GROUNDS - INNOVATIVE APPROACHES AND CURRENT HOUSING POLICY ISSUES

D1 THE FUTURE OF SUSTAINABLE BUILDING: AN IN-DEPTH LOOK AT NEW POLICY IMPLICATIONS AND CERTIFICATION STANDARDS

National experts in the green building industry will discuss the latest information, requirements, and trends in sustainable development relevant to third party verification and testing. Hear from experts as they discuss nationally recognized programs including the National Green Building Standard (ICC 700), the US Green Building Council's LEED Rating Systems, EarthCraft, and ENERGY STAR®.

D2 AFFORDABILITY AND ACCESSIBILITY: HOUSING AMERICA'S AGING POPULATION

With the elderly housing population expected to increase dramatically between 2010 and 2036, this workshop will cover solutions to provide rural America's aging residents with access to affordable housing designed to suit their needs as they age, access to public transportation, and community services.

RCAP TRACKS: TAPPING THE SUPPLY – WATER AND WASTEWATER STRATEGIES

TRACK E: DOING RCAP'S WORK MORE EFFECTIVELY

E1 COMMUNITY TRAINING TECHNIQUES: EFFECTIVE STRATEGIES FOR KNOWLEDGE RETENTION

Effective training of a community's residents consists of more than just content. How you present is just as important as what you present! Join a train-the-trainer team in an exploration of adult learning: fascinating facts about adult learners, the importance of a participant—centered training approach designed to increase participant involvement and participant responsibility for learning, and techniques to improve knowledge retention. Throughout the session, the trainers will model simple techniques that you can integrate into lesson plans to produce quality learning results.

- * Workshop will run from 2:30 to 3:45 pm
- ** Workshop will run from 4:00 to 5:30 pm

WEDNESDAY, DECEMBER 1, MORNING WORKSHOPS CONT. 10:30 AM - 12:00 NOON

TRACK F: MANAGEMENT, FINANCE, AND ADMINISTRATION FOR RCAP'S NETWORK MEMBERS

F1 DOUBLE FEATURE: 1) ENGAGING THE COMMUNITY: COMMUNITY ORGANIZING AND NEEDS ASSESSMENT; 2) HIRING PROFESSIONAL SERVICES: STEPS FOR SUCCESS

1) A successful community-development project, whether related to utilities or other services, requires buy-in from key players. This session will examine how to identify and coordinate with "spark plugs" in the community; considerations for a community-needs assessment; and conducting surveys and interpreting results. 2) How does a community, municipality, or agency determine the need for professional services? How does it convert the need to a service or project description, develop an advertisement, evaluate proposals, and select a service provider? A comprehensive process will be presented for successfully managing this crucial process.

TRACK G: WATER AND WASTEWATER TECHNICAL ISSUES

G1 TROUBLE-SHOOTING: Q&A WITH TREATMENT AND OPERATIONS EXPERTS

Have you run into tough technical questions at the systems you've assisted? Have you seen some things work or not work, and you're not sure why? A panel of water and wastewater operators and engineers will be on hand to answer participants' questions and discuss treatment and operations snafus and success stories.

WEDNESDAY, DECEMBER 1, AFTERNOON WORKSHOPS 2:30 PM - 5:30 PM

SHORTER WORKSHOPS ARE MARKED

TRACK A: HEADING FOR HOME – CREATING AFFORDABLE HOUSING OPPORT

A3 RENT CRASHERS: YOUR TOOLKIT FOR CHANGING THE LANDSCAPE OF RURAL RENTAL HOUSING

This workshop will provide the tools needed to determine feasibility, to identify the public and private funding available, and to create long-term solutions for developing rural rental housing in your community. Legislative updates, experiences from practitioners, and hands-on exercises will be combined to help participants create and preserve long-term, safe, and affordable rental units for the low- and very low-income residents of their community.

A4 TOOLS AND TACTICS FOR MANAGING YOUR HOUSING REHAB PROGRAM

Unique challenges arise in overseeing construction activities associated with housing rehabilitation. This workshop will cover the key aspects of codes and standards, work write-ups, property inspections, cost estimating, contractor selection, and various regulatory requirements for front line housing rehabilitation and construction staff.

TRACK B: FROM CRISIS TO OPPORTUNITY – STRENGTHENING ORGANIZATIONAL CAPACITY

B3 PLANNING FOR THE FUTURE: EFFECTIVE BOARD LEADERSHIP

It is easy for nonprofit boards of directors to focus only on the here and now. However, effective board leadership must also plan for the future. Join us as we discuss what your board can do to help ensure long-term sustainability. Topics will include succession planning, increasing board diversity, and more.

B4 EMPOWERING NONPROFIT ORGANIZATIONS TO PREPARE FOR COMMON DISASTERS

During this workshop experts will give advice on how to develop a disaster and emergency preparedness plan. Strategies for nonprofit organizations to cope with disaster will be discussed, such as preparing in advance and working as a team with other agencies in the community.

TRACK C: EXPLORING THE COUNTRYSIDE - RESOURCES TO SUPPORT AFFORDABLE HOUSING

C3 SUCCESSFUL GRANT WRITING

Successful grant writing is an important component of any fundraising plan. This workshop will help participants understand the grant writing process and will provide tips for writing successful grant applications.





WEDNESDAY, DECEMBER 1, AFTERNOON WORKSHOPS CONT. 2:30 PM - 5:30 PM

SHORTER WORKSHOPS ARE MARKED

C4 BECOMING A HIGH PERFORMING CHDO

CHDOs are under increasing pressure to perform under the HOME program. This workshop, based on the popular HOME training by the same name, will discuss strategies that will assist Community Housing Development Organizations (CHDOs) and potential CHDOs to navigate their way to success in a changing environment that is placing increasing pressure to perform under the HOME program. Discussion topics will include becoming a successful developer, choosing good projects, and becoming a long-term success story.

TRACK D: PLOWING NEW GROUNDS - INNOVATIVE APPROACHES AND CURRENT HOUSING POLICY ISSUES

D3 PUTTING THE WEB TO WORK

Nonprofits everywhere are using Web 2.0 to reach the broader community, including funders, local government, and other stakeholders. This interactive session will highlight various tools for social networking, and explain how nonprofits are using these strategies to improve their effectiveness. Hear from nonprofit practitioners that have made social media work for them, work with your peers to develop your own social media strategy, and develop strategies to increase broadband connectivity in your communities.

lack eta D4 AFFORDABLE HOUSING DEVELOPMENT AFTER THE FINANCIAL CRISIS AND REFORM

This workshop will look briefly at the impact of the tight credit market and of financial reform on affordable housing development. Participants will hear about the proposed changes to HUD and USDA programs, bank regulations and the like. Presenters will provide an overview and insight on the implications of the new regulations including the Real Estate Settlement Procedures Act (RESPA) and the SAFE Mortgage Licensing Act.

RCAP TRACKS: TAPPING THE SUPPLY – WATER AND WASTEWATER STRATEGIES

TRACK E: DOING RCAP'S WORK MORE EFFECTIVELY

E3 COMMUNICATIONS: CREATING A STORYTELLING ORGANIZATION*

It is not enough to do our work and expect others will notice what we do. Every service provider who expects to stay in business must get its message out in an effective way, from McDonald's to a plumber with his own business. This workshop will cover ways of telling our story, the importance of doing so, and how we can effectively get our message out to our key audiences.

E4 OPTIMIZING TECHNICAL ASSISTANCE TO COLONIAS AND TRIBAL COMMUNITIES**

Representatives of USDA Rural Development, the Indian Health Service, and other organizations will talk about a recent initiative to coordinate environmental infrastructure assistance to tribes. The panel will discuss tribal setasides and will also engage participants regarding priorities, strategies, and resources for assistance to colonias.

TRACK F: MANAGEMENT, FINANCE, AND ADMINISTRATION FOR RCAP'S NETWORK MEMBERS

F3 SUSTAINABLE SMALL UTILITIES: CREATING VALUABLE AND EFFICIENT INFRASTRUCTURE ENTERPRISES*

Rural water and wastewater utilities can be remarkably inefficient. This workshop will present ways that technical assistance providers can aid utilities in providing reliable services for the long-term, at the lowest possible cost, and without harm to invaluable natural resources. Topics will include the rationale for water and energy conservation, water and energy-use statistics, and practical conservation planning. Other "green services" that utilities can provide – including energy generation, biosolids composting, and grey water reuse – will be covered.

- * Workshop will run from 2:30 to 3:45 pm
- ** Workshop will run from 4:00 to 5:30 pm

WEDNESDAY, DECEMBER 1, AFTERNOON WORKSHOPS CONT. 2:30 PM - 5:30 PM

SHORTER WORKSHOPS ARE MARKED

F4 21ST CENTURY EPA WEBTOOLS FOR COMMUNITIES AND TECHNICAL ASSISTANCE PROVIDERS**

Increasingly useful to technical assistance providers, regulators, consultants, and planners serving rural areas are real-time web-based tools that transform the collection, use, and availability of data to address water and wastewater treatment and compliance. Improving water quality is one of EPA's top priorities, and this workshop will highlight some web-based tools and portions of the newly redesigned EPA web site that promote participation in compliance issues. Other small system tools such as the newly revised CUPSS and available financial tools from the Environmental Finance Center network will also be highlighted.

TRACK G: WATER AND WASTEWATER TECHNICAL ISSUES

G3 INTRODUCTION TO WASTEWATER COLLECTION, TREATMENT AND DISPOSAL*

This workshop is for administrative staff and others who want to gain an understanding of what's involved in wastewater collection, treatment, and disposal. In non-technical language, this presentation will cover sources of wastewater and address the following questions: What are the contaminants in wastewater? Why do we care? How do we get wastewater to the treatment plant? How do we treat it? What do we do with the water and byproducts?

G4 INTRODUCTION TO WATER TREATMENT AND SUPPLY**

This workshop is for administrative staff and others who want to gain an understanding of what's involved in getting safe drinking water from its source to customers' taps. In non-technical language, this presentation will cover origins and health effects of contaminants, common water-treatment processes, challenges, regulations to be met, and what operators do.

THURSDAY, DECEMBER 2, MORNING WORKSHOPS 10:30 AM - 12:00 NOON

TRACK A: HEADING FOR HOME - CREATING AFFORDABLE HOUSING OPPORTUNITIES

A5 HOUSING PRESERVATION AND HEALTHY HOMES

This workshop will explore how nonprofit housing development organizations can preserve affordable housing and at the same time provide healthy homes for families and individuals with low incomes. Presenters will share information on housing preservation funding resources, green retrofitting techniques, and best practices used to provide healthy affordable homes through rehabilitation.

A6 MANUFACTURED HOUSING "DONE RIGHT" IN RURAL AMERICA

Manufactured housing is an often maligned, but also significant source of housing for millions of Americans. This type of housing is especially important to rural America where more than half of all manufactured homes are located. Increasingly, community based organizations are utilizing manufactured homes to provide affordable, sustainable housing while avoiding traditional pitfalls associated with this type of housing. The workshop will introduce the concepts, experiences, and practices of "manufactured housing done right" as a tool in developing and preserving affordable housing, specifically in rural communities.

TRACK B: FROM CRISIS TO OPPORTUNITY – STRENGTHENING OR

B5 FINANCIAL MANAGEMENT

This workshop will guide attendees through the maze of nonprofit financial reporting and accountability. Participants will also learn how to use financial information to make decisions and guide organizations.

B6 SELF-HELP HOUSING REHAB

During this session attendees will learn how practitioners administer and have incorporated the self-help rehab program funded by USDA Rural Development and/or the USDA Housing Preservation Grant program into their traditional self-help housing programs.





THURSDAY, DECEMBER 2, MORNING WORKSHOPS CONT.
10:30 AM - 12:00 NOON

TRACK C: EXPLORING THE COUNTRYSIDE – RESOURCES TO SUPPORT AFFORDABLE HOUSING

C5 IF I CAN HAVE TEN MINUTES OF YOUR TIME, WE CAN CHANGE THE WORLD: ADVOCACY FOR RURAL HOUSING

In a period of recession, foreclosures, and unemployment, complicated by budget constraints and political change, it is more important than ever to tell our story convincingly to policy makers. Congressional staff and nonprofit government relations staff will share effective advocacy techniques for affordable rural housing.

C6 RESOURCE ACQUISITION: INTERMEDIARY LOAN FUND CAPITAL

Participants will hear from a panel representing Community Development Financial Institutions (CDFIs) and intermediary organizations that can provide critical capital to complete rural housing development projects (e.g., multifamily rental, preservation, self-help housing). These experts will provide an overview of financial products, eligibility criteria, and the process for applying for loan funds.

TRACK D: PLOWING NEW GROUNDS - INNOVATIVE APPROACHES AND CURRENT HOUSING POLICY ISSUES

ullet D5 THE FINAL STEP: EDUCATING RESIDENTS ABOUT THE IMPORTANCE OF GREEN BUILDING

The ultimate benefits of green construction and design efforts can be lost if residents do not understand the technology or recognize the importance of energy efficient and healthy homes. Resident education is the final step in the green building process and, while it may cost the least, the impact can last decades. Join us to learn simple ways to train residents to keep their homes green and healthy!

D6 RURAL RENTAL PRESERVATION POLICY AND PRACTICE UPDATE

This workshop will cover the latest developments in law, regulations, and funding related to preservation of rural rental housing financed under the Section 515 rental or Section 514/516 farmworker housing programs. Speakers will also describe some recent successful preservation efforts and examine the factors that make them successful.

RCAP TRACKS: TAPPING THE SUPPLY - WATER AND WASTEWATER STRATEGIES

TRACK E: DOING RCAP'S WORK MORE EFFECTIVELY

E5 CUSTOMER PAYMENT ASSISTANCE PROGRAMS

This workshop will present best practices in utility programs to assist payment-troubled customers. Speakers will discuss the spectrum of reasons for utility non-payment and arrearages, and corresponding strategies for assistance. Performance measurement and continuous improvement of a utility's customer assistance programs will be highlighted.

TRACK F: MANAGEMENT, FINANCE, AND ADMINISTRATION FOR RCAP'S NETWORK MEMBERS

F5 WHAT'S IMPORTANT TO USDA RURAL DEVELOPMENT?

Officials from the Rural Utilities Service (RUS) will discuss priorities and how they impact RCAP's work under the Technitrain project. The session will include financial sustainability, SDWA/CWA compliance, ARRA implementation, a new USDA strategic plan, and aspects of the RUS funding process.

TRACK G: WATER AND WASTEWATER TECHNICAL ISSUES

G5 SCADA: IS IT APPROPRIATE FOR SMALL WATER AND WASTEWATER SYSTEMS?

Supervisory Control and Data Acquisition (SCADA) systems hold the promise of being particularly appropriate for oversight of water and wastewater facilities that schedule unstaffed or minimally staffed shifts. But is SCADA feasible for small systems? This workshop will examine technological and financial aspects, and review some case studies and lessons learned from SCADA use.

- * Workshop will run from 2:30 to 3:45 pm
- ** Workshop will run from 4:00 to 5:30 pm

THURSDAY, DECEMBER 2, AFTERNOON WORKSHOPS 2:30 PM - 5:30 PM

SHORTER WORKSHOPS ARE MARKED

A7 ASSET MANAGEMENT FOR NONPROFIT HOUSING DEVELOPERS

Owning and managing affordable housing projects requires a myriad of asset management activities. There can be serious consequences if a property and/or project deteriorates or fails. This workshop will provide an overview of the many responsibilities of a nonprofit asset manager to ensure the long term financial and physical well being of its developed properties.

A8 CUTTING EDGE CONSTRUCTION TECHNOLOGIES

This session will provide updates on innovative rehab, single-family, and multifamily construction technologies. Panelists will discuss new building systems and software, from foundations to roofs, modular to stick-built. Specific emphasis will be placed on techniques that reduce costs and increase efficiency, including passive solar, insulation, lighting, and heat exchangers.

TRACK B: FROM CRISIS TO OPPORTUNITY – STRENGTHENING ORGANIZATIONAL CAPACIT

B7 NONPROFIT STRATEGIC PLANNING: FORECASTING AND MANAGING FOR SUCCESS

Whether sparked by a desire to have a greater impact or by an immediate change in operating environment, effective strategic planning is crucial for the survival of any organization. This workshop will introduce participants to proven approaches to strategic planning for nonprofit organizations, community groups, or coalitions. It will provide step-by-step methods and instructions on implementing a successful strategic plan as well as identifying critical issues to address when undertaking organizational planning.

B8 HOUSING NEEDS ASSESSMENTS TO ACTION PLANS: DECIPHERING THE DATA TO DISCOVER YOUR COMMUNITY'S GREATEST AFFORDABLE HOUSING NEEDS

The key to long-term organizational success often comes down to selecting the right projects. Workshop participants will learn how to access and analyze data sources and tap into strategic visioning to determine and prioritize where the greatest need for affordable housing lies in a community. Presenters will introduce the process of creating a housing needs assessment, collecting data from national and local sources, and facilitating processes where strategies and goals are identified and translated into action plans for an organization. This workshop will also highlight the 2010 Census and Home Mortgage Disclosure Act (HMDA) data as well as other publicly available data resources.

TRACK C: EXPLORING THE COUNTRYSIDE - RESOURCES TO SUPPORT AFFORDABLE HOUSING

C7 PUBLIC RELATIONS IN AN ELECTRONIC AGE*

Social media, blogs, listservs, websites . . . Are you making the best use of electronic media to reach your constituencies? Join this workshop to discuss outreach methods you may have heard about, but not tried. The workshop will include a question and answer session as well as hands-on activities for all of your outreach, including funders, homeowners, and media.

C8 BUILDING FUTURE ASSETS WITH FLEXIBLE FUNDING: THE BENEFITS OF BECOMING A CDFI

Community Development Financial Institutions (CDFIs) can provide flexible monetary assistance to organizations for technical assistance, economic development, affordable housing, and Community Development Financial Services to underserved communities. Participants will hear from a panel of experts on the benefits of establishing a CDFI. Presenters will also discuss eligibility requirements, challenges, and different resources available to effectively establish and maintain future assets.

WORKSHOP KFY:





THURSDAY, DECEMBER 2, AFTERNOON WORKSHOPS CONT. 2:30 PM - 5:30 PM

SHORTER WORKSHOPS ARE MARKED

TRACK D: PLOWING NEW GROUNDS - INNOVATIVE APPROACHES AND CURRENT HOUSING POLICY ISSUES

D7 NEW MARKETS TAX CREDITS 101

This session will provide an overview of the New Markets Tax Credit (NMTC) program and how organizations can access this resource. Participants will learn what NMTCs are, who can apply for them, how to evaluate if NMTCs make sense for their projects, how to apply, and award compliance. An interactive discussion using a case study of a NMTC project will give participants insight on the program.

D8 MAKING MUTUAL SELF-HELP CONSTRUCTION REALLY WORK

Constructing mutual self-help housing in the best conditions can often be challenging. This workshop will review and highlight how progressive organizations get the job done. Topics that will be covered in this workshop include: self-help construction management; cost-effective ways to incorporate green construction in mutual self-help housing; financing and project management for land development; and submitting for NEPA requirements.

RCAP TRACKS: TAPPING THE SUPPLY – WATER AND WASTEWATER STRATEGIES

TRACK E: DOING RCAP'S WORK MORE EFFECTIVELY

E7 DOUBLE FEATURE: 1) THE WATER WE DRINK CAMPAIGN AND PARTNERING WITH LOCAL OFFICIALS AND ORGANIZATIONS; 2) TECHNOLOGY, COLLABORATION, AND ELECTRONIC RESOURCES: HOW TO EXTEND OUR REACH AND BE MORE EFFECTIVE*

1) The Water We Drink Small Community Outreach Campaign provides free, re-printable newsletter articles to small utility board members and small community decision-makers via their state membership organizations. Campaign articles and media kits will be described as well as specific strategies for disseminating them through the state affiliates of the National Association of Towns and Townships (NATaT), National Association of Counties (NACo), and National League of Cities (NLC). 2) There are many sources of online information today, along with trained technical assistance providers and mobile technologies to help bring all of these resources together. But how can we most effectively use these tools both to meet the needs of our current water utility operators and develop programs that extend our reach to both new users, and also to create better partnerships with other technical assistance providers? This session will address this question by demonstrating some current approaches and programs, providing examples and successful case studies, and allowing attendees to share their experiences.

TRACK F: MANAGEMENT, FINANCE, AND ADMINISTRATION FOR RCAP'S NETWORK MEMBERS

F7 BUSINESS CONTINUITY PLANNING FOR SMALL UTILITIES*

Emergency Response Plans (ERPs) "stop the bleeding," Disaster Recovery Plans (DRPs) "heal the wounds," and Business Continuity Plans (BCPs) "keep the heart beating." Presenters will address how these plans relate to each other and to other utility practices, and how individual utilities can enhance their functional security by developing or improving their own BCP. Participants' input will be solicited to ensure that this developing project takes into account the unique needs and challenges of small systems.

TRACK G: WATER AND WASTEWATER TECHNICAL ISSUES

G7 CURRENT TOPICS IN DECENTRALIZED WASTEWATER MANAGEMENT*

Members of the EPA Decentralized Wastewater MOU Partnership will describe tools, resources, and expertise available as a result of this partnership. New practices, training and certification programs, and resources will be discussed, and participants' input will be sought regarding ways to "mainstream" decentralized wastewater treatment options.

- * Workshop will run from 2:30 to 3:45 pm
- ** Workshop will run from 4:00 to 5:30 pm

Conference Information

HOTEL

All attendees are responsible for arranging their own accommodations. A block of rooms has been reserved at the Washington Marriott Wardman Park located at 2660 Woodley Road, N.W., Washington, D.C., at the special conference rate of \$199 (single room), excluding taxes. This is lower than the prevailing per diem rate and will be available for conference participants on or before November 5.

You can make a reservation at this rate by clicking on the convenient Washington Marriott Wardman Park reservations link on HAC's web site at www.ruralhome. org. If you prefer, you can make your reservation by calling 202-328-2000 before November 5 and letting the agent know you are with the Housing Assistance Council.

After November 5, reservations will be accepted on a space- and rate-available basis only. This room block will sell out, so please reserve your room as soon as possible.

All room cancellations must be made 72 hours in advance directly with the Washington Marriott Wardman Park to avoid penalties.

ROOMMATES

HAC is maintaining a roommate list to help participants reduce conference expenses. If you would like to have your name and contact information shared with other registrants, please check the appropriate box on the registration form. Conference attendees are responsible for making their own hotel arrangements.

PAYMENT

Register by November 1 to save money and help secure your workshop choices. Registration includes all workshops and plenary sessions, all conference materials, three breakfasts, two lunches, all breaks, a networking reception, and the awards banquet. If you are requesting a scholarship, please send your scholarship application with your registration. For fast processing, submit registration with payment or credit card authorization. Registrations will not be processed until payment is received.

REFUND POLICY

There is a \$50 cancellation fee. Refunds will be granted if a written request is submitted and received by HAC on or before November 14. After November 14 no refunds will be granted but substitute registrants are welcome. There are no refunds for no-shows.

TRAVEL TO CONFERENCE

Ronald Reagan Washington National Airport (5.2 miles), Dulles International Airport (27.2 miles), and Baltimore/Washington International Thurgood Marshall Airport (30.6 miles) service the Washington, D.C. area. The following transportation options are available.

FROM TO CONFERENCE HOTEL RONALD TAXI Taxis are available outside the bagagae REAGAN claim area; fare is approximately \$20 (10-WASHINGTON 20 min.). **NATIONAL** METRO SUBWAY **AIRPORT** Take the Yellow/Blue line from the airport to the Gallery Place/Chinatown stop. Transfer to the Red line toward Shady Grove to Woodley Park (4th stop). Hotel is located above the Woodley Park Metro Stop. Fare is approximately \$1.60-\$3.15 (30 min.). SHUTTLE* Approximate fare is \$14 one-way. **DULLES** Taxis are available on the lower **INTERNATIONAL** level outside baggage claim. Fare is **AIRPORT** approximately \$60 one-way (50-60 min.). SHUTTLE* Approximate fare is \$29 one-way. **BALTIMORE/** Taxis are available on the lower WASHINGTON

BALTIMORE/ WASHINGTON INTERNATIONAL THURGOOD MARSHALL AIRPORT

Taxis are available on the lower level outside baggage claim. Fare is approximately \$70-85 (1 hour).

MARC TRAIN

Travel via commuter train from BWI to Union Station. Then take Metro Red line toward Shady Grove to Woodley Park. See Metro above. Approximate total cost oneway is MARC: \$6 Metro: \$2. The MARC train runs weekdays only. For complete schedules and fares visit www.mtamaryland.com/services/marc/.

SHUTTLE*

Approximate fare is \$37 one-way.

AMTRAK/UNION STATION

Take Metro Red line toward Shady Grove to Woodley Park. **See Metro above**. Fare is approximately \$1.60-\$2.30.

All travel arrangements are the full responsibility of the conference registrant.

* Shuttle reservations can be made by calling 800-BlueVan (800-258-3826) or online at www.supershuttle.com.

Conference Information

SCHOLARSHIPS

Scholarship funds are available to cover registration costs for representatives of community-based organizations who would otherwise be unable to attend the conference. To apply, please register online or complete and return the scholarship application form (page 14) to HAC by mail or fax along with a completed registration form (page 15). Scholarship applications must be received at HAC on or before November 1. HAC will cease awarding scholarships once funds are no longer available, so apply early. HAC will award multiple scholarships to staff from the same organization depending on the availability of funds. Travel scholarships may also be provided, if available. All applicants awarded scholarships will be notified a week after HAC receives the application.

EXHIBIT SPACE

Exhibit space is limited. Exhibitor fees are \$250 for nonprofit organizations and \$500 for all others. Exhibitors will be provided with a 6' x 2 ½' skirted table. To obtain exhibitor information and a registration form, please call 202-842-8600 ext. 108 or visit HAC's website at www.ruralhome.org and follow the links to the exhibitor packet.

PRE-CONFERENCE MEETING SPACE

Groups wishing to convene meetings on Tuesday, November 30, 2010 should contact HAC conference staff by November 1 at 202-842-8600 ext. 137 or HACconference2010@ruralhome.org regarding space availability. Space is allocated on a first-come, first-served basis.

SECTION 502 PACKAGING TRAINING FOR NONPROFIT ORGANIZATIONS

This three-day advanced course will cover USDA Rural Development's Section 502 direct loan program and provide invaluable insight as to how this homeownership financing resource can be utilized in your communities.

Learn how your organization can assist potential borrowers and work in partnership with RD staff in your states to deliver successful Section 502 loan packages. Through the course, open to and designed for those experienced in using Section 502, participants will learn the regulations and practical applications of the loan program. Participants will develop a strong understanding of 502 direct underwriting and packaging standards, which will ensure that submitted dockets are complete and acceptable for processing. This advanced course is not open for those without experience in working with this program.

Participants who register for this training are expected to attend the complete course and should not plan to attend any of the other workshops. This workshop will begin on Tuesday, November 30. If you plan to take this workshop, please register for the conference and this session by **Friday, October 15** as space is limited. All participants will be expected to take the online exam afterwards. Plan to arrive on Monday, November 29.

Visit

WWW.RURALHOME.

org for more information on HAC's 2010 National Rural Housing Conference.

You can register and make your hotel reservation online at www.ruralhome.org.

TELEPHONE: 202-842-8600 ext. 137 **FAX**: 202-347-3441

EMAIL:

HACconference2010@ruralhome.org

QUESTIONS?

Scholarship Application

Please complete the following information if you wish to apply for a conference scholarship. The scholarship application and a complete registration form must be received by HAC on or before November 1 to be eligible. Applicants will be notified of their awards one week after HAC receives the applications.

| No | me | |
|------|---------------------|---|
| Titl | e | |
| Or | ganization | |
| Ch | eck this box if you | are requesting a scholarship. |
| | Registration Fee | Waiver (at the early bird rate of \$385) |
| Plo | ease answer the fo | llowing questions. Please check all that apply: |
| | Speaker | Specify session(s) |
| | Moderator | Specify session(s) |
| | Nonprofit partic | pant* |
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| | | applying for a travel scholarship as well as a registration waiver. I understand that this taugranteed. I have attached a statement of need justifying this request.* |

^{*} Please note that only representatives of nonprofit community-based organizations may apply for scholarships. All presenters are entitled to a registration scholarship.

Registration Form

Register online at www.ruralhome.org! HAC accepts all forms of payment online including credit cards, checks, purchase orders, and scholarship applications.

Please complete one form per person. We encourage you to register online at **www.ruralhome.org.** If you use a hard copy of the form to register, please photocopy for additional attendees. Confirmations will be sent via e-mail/regular mail for paid registrations received by November 14.

| ABOUT YOU | | |
|--|---|--------------------------------------|
| Name | Name on badge (if differe | ent) |
| Title | Organization | |
| Address | | |
| City, State, Zip | | |
| Phone | Fax | |
| Email, web address | | |
| ABOUT YOUR ORGAN | (s) C National Rural Housing Conferent year(s) did you attend? IZATION ent | organization provider |
| WORKSHOPS Indicate the workshop number of your room size needs. See pages 4-11 for | · · · · · · · · · · · · · · · · · · · | Your preferences will help determine |
| | WEDNESDAY | Thursday |
| (insert workshop number) | (insert workshop number) | (insert workshop number) |
| | Section 502 Training | |
| | Morning, 10:30 – 12:00 | _ |
| Late, 3:30 – 5:00 | Afternoon, 2:30 – 5:30 | Atternoon, 2:30 – 5:30 |
| EVENTS | | |
| Check all conference events you plan Kick-Off Reception, Tuesday, No Lunch Plenary, Wednesday, Dece National Rural Housing Coalitio Rural Housing Awards Banquet, Closina Breakfast Plenary, Friday | vember 30 ember 1 n Lunch, Thursday, December 2 Thursday, December 2 | in the conference registration fee. |

Registration Form

MEALS AND SPECIAL EVENTS

The main conference includes all breaks, two continental breakfasts, one sit-down breakfast, two luncheons, the kick-off reception, and the rural housing awards banquet. There is a \$80 per person fee for additional tickets for the awards banquet.

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| Share my name and | contact in | formation [,] | with ot | ther co | nference | attend | ees w | ho are | lool | king | for | hotel |
|-------------------|------------|------------------------|---------|---------|----------|--------|-------|--------|------|------|-----|-------|
| roommates. | | | | | | | | | | | | |

☐ I require vegetarian meals.

If you have other special needs or dietary requirements, please contact HAC at 202-842-8600 ext. 137 or via e-mail at **HACconference2010@ruralhome.org** by November 8, 2010.

FEE SCHEDULE

| | Early Bird | Regular | Total |
|--------------------------------|------------------------|------------------|-------|
| Registration (Check one) | Register by November 1 | After November 1 | |
| Nonprofit/Government | \$385 | \$420 | |
| ☐ For-Profit | \$440 | \$465 | |
| Exhibitor Fee | | | |
| Nonprofit Organization | \$250 | | |
| Other Organization | \$500 | | |
| Additional Award Banquet Ticke | \$80 each X | | |
| Total Amount Due | | | \$ |

^{*} Register online at www.ruralhome.org. HAC accepts all forms of payment including credit cards, checks, purchase orders and scholarship applications.

PAYMENT OPTIONS

| ou must comp | olete this | section in o | der for us | to process | your registration. |
|--------------|------------|--------------|------------|------------|--------------------|
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| Check one Check or money o Housing Assistance | | □ Charge my credit card:□ American Express□ Discover□ MasterCard□ Vis | | | | |
|---|---|---|-----|-----------------|--|--|
| Check #: | | Credit card numbe | r | Expiration date | | |
| Purchase Order # | : | Name as it appear | | | | |
| ☐ Invoice is needed | _ | Cardholder signatu | Jre | | | |

** You must apply for scholarships online or using the attached form (page 14). A completed registration form must accompany each scholarship application. HAC will notify you of your award a week after receiving your application. If you do not receive scholarship funds, the balance will be due to HAC by November 8.

Mail completed registration and payment/scholarship form to

■ Scholarship application is attached**

HAC's 2010 National Rural Housing Conference

Housing Assistance Council 1025 Vermont Avenue, NW, Suite 606 Washington, DC 20005

Or fax with purchase order or credit card information to

HAC's 2010 National Rural Housing Conference

Fax: 202-347-3441

Or visit www.ruralhome.org to register and pay online

Special Thanks

Conference Sponsors

Bank of America **Enterprise Community Partners** Federal Home Loan Banks NeighborWorks® America

The John D. and Catherine T. MacArthur Foundation



Conference Advisory Committee

California Coalition on Rural Housing

Calvert Social Investment Foundation

Center for Community Change

Corporation for Enterprise Development (CFED)

Council for Affordable and Rural Housing (CARH)

Council of State Community Development Agencies

Development Training Institute

Federation of Appalachian Housing Enterprises (FAHE)*

Florida Non-Profit Housing, Inc.*

Great Lakes RCAP

Habitat for Humanity, International

Little Dixie Community Action Agency*

MAFO / UMOS, Inc.

National Alliance of Community Economic

Development Associations

National Alliance to End Homelessness

National American Indian Housing Council (NAIHC)

National Association of Counties

National Association of Development Organizations

National Association of Housing and

Redevelopment Officials

National Association of Realtors®

National Coalition for the Homeless

National Community Reinvestment Coalition

nce Counc

National Council of La Raza

National Council of State Housing Agencies

National Housing Conference

National Housing Law Project

National Housing Trust

National League of Cities

National Low Income Housing Coalition

National Rural Housing Coalition

NCALL Research, Inc.

NCB Capital Impact

New York State Rural Housing Coalition

Opportunity Finance Network

Pathstone, Inc.

Rural Community Assistance Corporation (RCAC)

Rural Development Leadership Network

Rural LISC*

Sisters of St. Francis of Philadelphia

The Federal Reserve Board

U.S. Green Building Council

Volunteers of America*

Wachovia Bank a Wells Fargo Company*



Sponsors of the Conference Scholarship Fund. For more information on sponsorship, contact Montika Brooks at 202-842-8600 ext. 104.

Housing Assistance Council 1025 Vermont Avenue, NW Suite 606 Washington, DC 20005



HAC's 2010 National Rural Housing Conference RCAP ANNUAL NATIONAL TRAINING CONFERENCE 2010

December 1-3

Pre-conference activities begin November 30

Rural Community Assistance Partnership

Washington Marriott Wardman Park Washington, D.C.

Gain valuable insight, learn about new trends, and network with your colleagues!

Questions?

Email: HACconference2010@ruralhome.org

Telephone: 202-842-8600 ext. 137