Staying Connected: Planning for the Future of Resident Services

Hosted by members of the NERSC Board of Directors

Tuesday, August 25, 2020, 1:00 - 2:30 pm EST,
$35, 1.5 Continuing Education Units

Join members from the NERSC Board of Directors for a panel discussion on how their management companies and resident services departments have responded to the Covid-19 pandemic and adapted in the ever-changing landscape. Hear about how their resident programs and communication have grown, changed, and developed over the last few months. Panelists will explore potential ideas and solutions on how we can best transition and prepare for the future.

Level: All Level
Track: Elderly/Disabled, Family & Youth, Professional Development & Supervisory/Management
Format: Panel Discussion
HUD Category: Networking in the Community and Identifying Resources (Required Ongoing Training Area), Monitoring and Evaluating Services, Crisis Prevention & Intervention, Effective Communication, Current Trends in Affordable Housing and Healthy Aging (Additional Recommended Training Areas)

Primary panelists include:
Kim Pietrorazio, MS, Director of Resident Service Coordination, Konover Resident Corporation
Jannel Satterwhite-Williams, Corporate Community Manager, Hallkeen Management
Thomas Stokes, Vice President, Community Engagement, Beacon Communities, LLC

Additional panelists include: Amy Alba (Dimeo Properties), Jennifer Connolly (Connolly & Partners, LLC), Karen Futoma (CHFA), Karen Graveline (Keene Housing), Elizabeth Harper (Preservation Management, Inc.), Ann-Marie Plank (VHFA)

Moderated by: Pam Neimi (Peabody Properties, Inc.)