

Resident Services

8:00-9:00	Oregon ON Annual Meeting
9:00-9:30	Registration & Refreshments
9:30-12:00	<p><u>Building Collaboration: Resident Services and Property & Asset Management</u> <i>Joint Session with Property and Asset Managers</i></p> <ol style="list-style-type: none"> 1. Introduction <ul style="list-style-type: none"> • 5 Important Things about Asset Management • 5 Important Things about Resident Services • 5 Important Things about Property Management 2. Agency-Specific Case Studies – Successful collaborations 3. Resident-Property Challenges <ul style="list-style-type: none"> • Payment plans • Reasonable accommodations • Lease enforcement
12:15-1:15	<p>Lunch The Future of Fair Housing in Oregon – where we go from here Panelists to include representatives from OHCS, City of Portland, City of Eugene among others</p>
1:30-4:00	<p>Understanding Mental Health: how to work better with our residents Workshop Facilitator: Myriam Rahman, Portland Hearing Voices</p> <p>Myriam Rahman MA Dipl PW, trainer and consultant with Portland Hearing Voices, will provide a 2.5 hour training for Resident Services Coordinators on how to work with residents dealing with mental health challenges or extreme states (hearing voices, seeing visions, having unusual beliefs and sensory experiences) that often get labeled as psychosis, bipolar, mania, schizophrenia, and other mental disorders. The training will cover deescalation techniques, crisis intervention as well as how to self care and deal with personal burn out when working with residents with mental health challenges. Myriam will also share her personal story of psychosis, hospitalization and recovery and provide participants with a deeper understanding of these experiences. www.portlandhearingvoices.net</p>