



Participant Resources



NATIONAL ASSOCIATION
OF REALTORS®

The Voice for Real Estate®



NATIONAL
HOUSING
CONFERENCE

Forum Partners

The National Association of REALTORS® and the National Housing Conference gratefully acknowledge the support of our partners in planning and executing this regional forum.



Forum Agenda

- 8:45 AM – 9:30 AM** **Registration Open**
- 9:30 AM – 9:45 AM** **Welcome**
- Charles McMillan, National Association of REALTORS®
- 9:45 AM – 10:00 AM** **Opening Remarks**
- Robert Caldwell, NAR Housing Opportunity Advisory Board (*introduction*)
 - Ceasar Mitchell, Atlanta City Council
- 10:00 AM – 11:15 AM** **Opening Panel: “*The Growing Cost of Place—Why Workforce Housing Matters*”**
- Raymond Christman, Livable Communities Coalition of Metro Atlanta (*moderator*)
 - Kate Little, Beltline Affordable Housing Advisory Board
 - John O’Callaghan, Atlanta Neighborhood Development Partnership, Inc.
 - Daniel Reuter, Atlanta Regional Commission
- 11:15 AM – 12:00 PM** **Keynote: “*An Employers Perspective—The AFLAC Story*”**
- Darlene Porter, Aflac Incorporated™
- 12:00 PM – 12:30 PM** **Lunch and Networking**
- 12:30 PM – 1:45 PM** **Panel: “*Lessons from the Field: Workforce Housing in Action*”**
- Robin Snyderman, Metropolitan Planning Council (*moderator*)
 - Dee Denton, Mississippi Association of REALTORS®
 - Diane Greene, North Carolina REALTORS® Housing Opportunity Foundation
 - Dorothy D. Shaw, Northrop Grumman Shipbuilding
 - Manuela Vicente, Baptist Health South Florida
- 1:45 PM – 3:00 PM** **Panel: “*Advancing Workforce Housing through Partnership*”**
- Robin Snyderman, Metropolitan Planning Council (*moderator*)
 - Suzanne Cabrera, Housing Leadership Council of Palm Beach County
 - Raymond Christman, Livable Communities Coalition of Metro Atlanta
 - Trey Price, Florida REALTORS®
- 3:00 PM – 5:00 PM** **Networking Reception**
- Maureen Friar, National Housing Conference
 - Renee Glover, Atlanta Housing Authority

Presenter Biographies

Suzanne Cabrera

Suzanne Cabrera is the President/CEO of the Housing Leadership Council (HLC) of Palm Beach County. With over 25 years experience in the field, she has a wealth of experience and knowledge in the area of affordable housing. She currently works on the development and preservation of affordable/workforce housing including financing of projects through private and public sources and addressing regulatory barriers that increase the cost of housing. Cabrera chairs both the Palm Beach County Commission on Affordable Housing and the West Palm Beach Affordable Housing Advisory Committee. Most recently she formed a Consortium that received a \$23 million NSP award for revitalization in the Lake Worth CRA district.

Robert Caldwell, GRI, CRB, ABR, RMP

Robert W. Caldwell entered the Real Estate Profession in 1972 and is currently Owner/Broker of Caldwell Realty Services in Altamonte Springs, Florida specializing in residential, small commercial properties, income properties and property management.

He has been honored with the Realtor of the Year award twice by his local board as well as the Walter Rose Life time Award. He is past chair of both the Equal Opportunity-Cultural Diversity and Housing Needs Committee for NAR and currently chair of the Housing Opportunity Advisory Board as well as an instructor for the Employer Assisted Housing Course.

He has for many years been an advocate on a local, state and national level on affordable housing, workforce housing and down payment assistance programs in the legislative process as well as the development and construction thereof.

Bob has had the pleasure of working with Habitat for Humanity for many years on numerous sites around the country as well as a team leader working in the affected states during the Katrina relief effort and continues to return to the New Orleans/Slidell area to lend a helping hand.

Raymond Christman

Raymond Christman has had a 30 year career working at senior levels in both the private financial services industry and for non-profit and governmental organizations concerned with affordable housing and urban economic development.

Ray worked for nearly fifteen years in the Federal Home Loan Bank system. He served as chairman of the Pittsburgh Federal Home Loan Bank and as President and CEO of the Atlanta Federal Home Loan Bank.

Prior to his career in banking, Ray worked for several organizations involved with Pittsburgh's and the state of Pennsylvania's redevelopment and economic rebuilding efforts, including service as head of the city's Urban Redevelopment Authority and as Secretary of Commerce for Pennsylvania. He also was President of the Pittsburgh Technology Council, a leading regional trade association and economic development organization.

Ray currently is executive director of the Livable Communities Coalition of Metro Atlanta, a smart growth advocacy and policy development organization that works to implement sustainable development practices and principles in the metropolitan Atlanta region.

Ray has a Business degree from Florida State University and a Masters degree in Urban and Regional Planning from the University of Pittsburgh. He is active in civic and charitable affairs, particularly in the fields of affordable housing and community development. He is past chair of The Community Foundation for Greater Atlanta, the Atlanta Neighborhood Development Partnership, and the Georgia Trust for Historic Preservation. Ray also serves on the board of Enterprise Community Partners, a national affordable housing and community development non-profit.

Dee Denton

Dee Denton has over 20 years of experience in Residential Real Estate Brokerage, Construction and Development. She is owner of Denton Realty, LLC, Denton Custom Homes, LLC and Marketing Works, LLC. She is a Mississippi Licensed Broker, a Licensed Residential Contractor, Auctioneer and National Instructor. Dee also serves as a Consultant for Brokerage Firms and Contractors.

Her designations include Certified Professional Builder, Certified Green Builder, Graduate Realtor Institute, Seller Representative Specialist, Accredited Buyer Representative, Graduate Instructor Training Institute and Graduate Builder University, and Certified Mediator.

She is President Elect of the Mississippi Association of Realtors, serves as Chair of the MAR Legislative and Regulatory Affairs Committee and was named the Mississippi Realtors Institute Instructor of the Year 2009. She is President of the Jackson Association of Home Builders, and serves as National Director of the National Association of Home Builders. She also serves on the National Association of Realtors Professional Development Committee and is a 2009 graduate of the National Association of Realtors Leadership Academy. Dee is instrumental in training and implementing the Bring Workers Home Program through the Mississippi Association of Realtors that is being launched this year.

Maureen Friar

Maureen Friar became president and CEO of NHC in February 2010. A recognized and respected industry expert, Ms. Friar has more than 25 years of extensive experience in housing advocacy, policy analysis, fundraising and non-profit management. As executive director for 14 years, she grew the Supportive Housing Network of New York from an ad hoc coalition into a vibrant and effective statewide advocacy association representing 34,000 units of affordable rental housing linked to services for homeless and special needs populations.

Prior to joining NHC, Ms. Friar served as a marketing consultant to the National Equity Fund, the largest nonprofit investor in federal low-income housing tax credits, and as a fundraising and management consultant to Community Access, a New York nonprofit agency that provides supportive housing, employment training and advocacy for persons with psychiatric disabilities. Her many achievements were recognized by the New York State Association for Affordable Housing, which honored her with the 2006 Advocate of the Year Award for Excellence.

She holds a Bachelor of Arts degree from Brown University, a Master's degree from the Goldman School of Public Policy at the University of California at Berkeley, and was a Charles H. Revson Fellow on the Future of the City of New York at Columbia University.

Renée Glover

Renée Lewis Glover joined the Atlanta Housing Authority (AHA) as CEO in September 1994. Since that time, she has been widely acknowledged for her business leadership and strategic approach to community redevelopment. At AHA, Ms. Glover pioneered master-planned, mixed-finance, mixed-income residential development where families of all socio-economic profiles live next to each other in the same amenity-rich community. Ms. Glover has been nationally recognized for her role in transforming U.S. urban policy. By introducing mixed-income communities into our cities, she has improved not only housing, but also public schools, transit access and employment opportunities. In fact, the model Ms. Glover created at AHA is now used as the redevelopment blueprint by the U. S. Department of Housing and Urban Development.

In July 2003, Ms. Glover was chosen by the Atlanta History Center as one of Atlanta's Defining Women. She was named Public Official of the Year 2002 by Governing Magazine. In June 2002, a collaboration among the Center for American Women and Politics, the Ford Foundation and the Council for Excellence in Government recognized Ms. Glover as one of the top ten American women in government. Ms. Glover has also been featured in Atlanta Women Speak, an anthology of speeches from Atlanta's political and corporate leadership.

Prior to joining the Atlanta Housing Authority, Ms. Glover was a corporate finance attorney in Atlanta and New York City. She received her JD from Boston University, her Master's degree from Yale University and her Bachelor of Arts from Fisk University.

Diane Greene

Diane Greene is the Director of Community Outreach. She manages the operations of Home4NC, the North Carolina Association of REALTORS Housing Opportunity Foundation. This includes implementing Homes4NC's new Workforce Housing Program; coordinating fundraising activities and grant awards; and increasing the visibility of REALTORS as key housing advocates in their communities.

She oversees other initiatives as well, including getting REALTORS more involved in improving financial literacy in their communities through Junior Achievement and developing diversity programs for NCAR and its members. Diane currently is director for Habitat for Humanity North Carolina and is an active volunteer with Junior Achievement.

Diane just celebrated her 10th anniversary with the NC REALTORS. Prior to that, she enjoyed a 15-year career in the finance industry, working with credit unions and the state trade association for credit unions. Diane is a native of Iowa and had called Greensboro, North Carolina home for 25 years.

Kate Little

As president and CEO of the Georgia State Trade Association of Nonprofit Developers (G-STAND), she supports nonprofit housing developers by collaborating with others to provide technical assistance and training

opportunities and by advocating at the state level for public policies that further development of affordable housing.

Previously, she served on the staff of the Georgia Housing Finance Authority (later subsumed by the Georgia Department of Community Affairs) with responsibility for managing the Low-Income Housing Credit Program, and for eight years was Atlanta Director at The Enterprise Foundation, working with community development corporations to improve housing conditions and revitalize neighborhoods. She also directed a reinvestment program in Atlanta's Westview neighborhood, after working for the Atlanta Housing Authority for five years.

Ms. Little received her B. A. degree from North Carolina Central University in Durham, NC. She also holds a Master's degree in Urban Studies from Trinity University in San Antonio, Texas. She currently chairs the BeltLine Affordable Housing Advisory Board and serves as secretary for the board of the Atlanta Micro Fund.

Charles McMillan

Charles McMillan, a REALTOR® from Irving, Texas, is 2010 Immediate Past President of the NATIONAL ASSOCIATION OF REALTORS®. NAR, "The Voice for Real Estate®," is America's largest trade association, representing 1.2 million members involved in all aspects of the residential and commercial real estate industries.

McMillan, a REALTOR® for more than 25 years, is Director of Realty Relations and Broker of Record for Coldwell Banker Residential Brokerage, Dallas-Fort Worth. He has been recognized by NAR as an expert in the areas of agency, antitrust, misrepresentation, fair housing and diversity and is a member of Omega Tau Rho, honorary real estate society.

At the national level, McMillan was NAR 2009 President, 2008 President-Elect and 2007 First Vice President. He has twice served as NAR Regional Vice President of Region 10, including Texas and Louisiana. He is a member of the NAR Leadership Team, Executive Committee and Strategic Planning Committee. He has served as chairman of the Convention Advisory Group, 2002; Communications Committee, 1999; State & Municipal Coordinating Committee, 1995; and Urban Affairs Committee, 1993.

In 1998, he was President of the Texas Association of REALTORS®, and was vice president and secretary-treasurer before that. He has chaired the Budget & Finance and Legal Review Committees, the Legislative Management Team and the Executive Board. He has served on numerous state committees, including Professional Standards, Strategic Planning, Equal Opportunity, Future Leadership Council and REALTOR® Community Service. He was named Texas "REALTOR® of the Year" in 2000 and made a Life Member of the T.A.R. Board of Directors in 2002.

At the local level, McMillan was President of the Greater Fort Worth Association of REALTORS® in 1991 and was named GFWAR "REALTOR® of the Year" by his peers in 1992.

McMillan is a Life Member of the Texas Real Estate Teachers Association and is an approved instructor in real estate pre-licensing and mandatory continuing education courses. He is a past chairman of the Community Development Council of Fort Worth and the Tarrant County Affordable Housing Task Force, and is past director of the United Way of Tarrant County and of the Fort Worth Chamber of Commerce.

Cesar Mitchell

Cesar Mitchell currently serves as 7th President of the Atlanta City Council. As Council President, he presides at full council meetings, makes council committee appointments, and exercises the powers of Mayor during the vacancy in that office. Prior to being elected Council President, Mitchell served eight years as a citywide Councilmember. During his time in elected office, Cesar has advocated for safer communities and authored key legislation to facilitate economic revitalization and community input in underdeveloped areas. In his professional life, Cesar is a Senior Attorney with the national law firm of Epstein, Becker & Green, P.C., where he practices commercial real estate.

John O'Callaghan

John O'Callaghan serves as the President and CEO of Atlanta Neighborhood Development Partnership (ANDP) where he leads the organization's policy, lending, and housing development programs aimed at ensuring mixed income housing opportunity near job centers across metro Atlanta.

John's public service includes elected office as a Fulton County Commissioner. He also served a two-year term on the Atlanta City Council.

Prior to joining ANDP, John spent 11 years as the Regional Public Affairs Director at Fannie Mae where he helped create and lead Fannie Mae's housing and community development outreach network for an 11-state region. In this role, he worked with lenders, real estate professionals, homebuilders, elected officials and community leaders to identify and solve community housing needs.

Prior to joining Fannie Mae, John was the City of Atlanta's first Director of Intergovernmental Affairs where he directed the City's State and Federal lobbying efforts. He also served as a special assistant to Atlanta Mayor Maynard Jackson. His early career was spent in fundraising positions with the American Red Cross and United Way of Metropolitan Atlanta.

John currently serves on the Atlanta Regional Commission's 50 Forward Steering Committee, The Livable Communities Coalition Board of Trustees, Emory University Board of Visitors, Housing Partnership Network Board of Directors, the National Housing Conference Board of Trustees and the Atlanta Terwilliger Center for Workforce Housing Steering Committee. He is playing active roles in local and national networks focused on stabilizing communities devastated by foreclosure.

John is a native of Atlanta and a graduate of Georgia Tech. He and his wife Jennifer have four children.

Darlene Porter

Darlene Porter joined Aflac in May 2004 as the manager of Employee Relations. In May 2008, she was promoted to Senior Manager, Employee Relations/Talent Management. In April 2010, she was promoted to Second Vice President, Employee Relations/Talent Management. As the employee relations officer, she works at both a strategic and operational level to manage various personnel policies that affect people at work. These issues include working conditions, performance management, equal opportunities, maternity/paternity leave, absence management and grievance procedures.

Before coming to Aflac, Ms. Porter held human resources positions of increasing responsibility in the service and manufacturing sectors. She has previously held positions at BellSouth, Newell Rubbermaid and Allstate.

Ms. Porter is active in the National and local chapters of the Society of Human Resources Management (SHRM), having held the position of Chair of the Legislative Committee and currently serving on the SHRM National Employee Relations expert panel. She is also a member of the Board of Directors of the Stewart Community Home in Columbus, which provides housing and care for elderly and disabled adults.

Ms. Porter holds a juris doctorate degree from Mercer University and a bachelor's degree in management science from Duke University. She has earned the Senior Professional Human Resources Certification and is a certified mediator registered with the Georgia Supreme Court.

Trey Price

Trey Price joined the Public Policy Team of the Florida Realtors in February of 2001, where he lobbies the Florida Legislature and Executive Branch on issues important to the real estate industry. At the Florida Realtors, Trey specializes in the areas of tax issues, affordable housing, and political strategy.

Trey moved to Tallahassee from Palm Beach County, where he worked as a political consultant on numerous legislative, congressional, and constitutional amendment campaigns during the famed 2000 general election.

Trey has also worked for the Republican Party of Florida as a political operative in State House and Senate campaigns, and has served as a legislative assistant in the Florida House of Representatives.

A native of Okeechobee, Florida, Trey graduated from the University of Central Florida (UCF) with a Bachelor's Degree in Political Science. While at UCF, Trey worked as a paid staffer in the successful 1996 campaign to defeat a proposed constitutional amendment that would have imposed a tax on sugar grown in the Everglades Agricultural Area. He also served as an intern in the office of former State Representative Tom Feeney, until recently a Republican Congressman from Oviedo.

He lives in Tallahassee and enjoys following college football, fishing, and travel.

Dan Reuter, AICP

Dan Reuter has been the Division Chief of Land Use Planning for the Atlanta Regional Commission since 1999. This division of ARC is responsible for comprehensive planning duties under the Georgia Planning Act including the Regional Development Plan, review of local Comprehensive Plans, Developments of Regional Impact (DRI) and overall development of regional land use policy. The division manages the Livable Centers Initiative (LCI) program; coordinates the annual Unified Growth Policy Map (UGPM) and forecasts with local planning agencies; regional greenspace and housing planning activities. Reuter serves as Chairman of the ARC Land Use Coordinating Committee (LUCC).

Prior to the ARC, Reuter was Director of the Douglas County Planning, Zoning and Building Inspections Departments; Director of the Glynn County-St. Simons Island Planning and Zoning Department, Transportation Planner for the Savannah-Chatham Metropolitan Planning Commission, and Transportation Planner for the Athens-Clarke County Planning Department.

Reuter received his Bachelor of Business Administration degree from the University of Georgia, Terry College of Business in 1988 and his Master of Science degree from Georgia State University in 1992. Reuter is a member of the American Institute of Certified Planners (AICP). He is a graduate of the Atlanta Regional Leadership Institute.

Reuter served as an Adjunct Professor at both the Georgia Institute of Technology City and Regional Planning Program and the Georgia State University College of Law from 2005 to 2008, where he taught a graduate course in Growth Management Law and Implementation.

Reuter is on the Board of the Atlanta Neighborhood Development Partnership (ANDP) and Georgia Planning Memorial Foundation. He has served on the American Planning Association (APA) Legislative and Policy Committee. He is a Past-President for the Georgia Chapter of the APA having served as president through September 2007.

Dorothy Shaw

Dorothy is Director of State and Local Affairs for Northrop Grumman Shipbuilding in Pascagoula, MS. Previous positions include Manager, Personnel Services; Manager, Labor and Employee Relations; Director, Staffing, Recruiting and Employment. She has more than 34 years of experience in various human resources assignments.

She serves on the Boards of Directors for Jackson County Chamber of Commerce where she holds the office of treasurer; Boys & Girls Clubs of Jackson County; Jackson County United Way; Gulf Coast Renaissance Corporation; St. Vincent DePaul Community Pharmacy; Girl Scouts of Greater Mississippi; Gulf Coast Community Foundation. Dorothy is a member of the Gulf Coast Business Council; the Advisory Council for the Knight Foundation and the Advisory Committee for the Audubon Society of Mississippi. She is president of Zeta Phi Beta Sorority and is a Paul Harris Fellow in the Moss Point Rotary Club.

Dorothy earned a BS degree in Business Administration from Jackson State University in Jackson, MS. She has completed management development training at Harvard University, The Wharton School of Business and Columbia University. She is a graduate of Leadership Jackson County and has completed numerous professional and leadership development training programs at Northrop Grumman.

Dorothy resides in Moss Point with her husband Kevin. They attend St. Paul United Methodist Church. She enjoys reading, interior design and hosting tea parties.

Robin Snyderman

A native of the Chicago area, Robin Snyderman became housing director at MPC in 1998, intensifying the Council's ability to increase the number of informed stakeholders committed to a range of quality housing options near jobs and transit throughout the region, as well as to successful public housing reform.

Currently its vice president of community development, Robin has helped MPC launch several nationally recognized regional efforts, including the Regional Employer-Assisted Collaboration for Housing (REACH) IL), the landmark Regional Rental Market Analysis, a partnership with the Housing Committee of the Metropolitan Mayors Caucus, the Building Successful Mixed Income Communities Forums, the Regional Housing Initiative and, most recently, its interjurisdictional responses to the Neighborhood Stabilization Program. In 2002, Robin staffed the Gubernatorial Housing Transition Team Committee and currently serves on the Executive Committee of the Governor's Housing Task Force.

MPC's housing work has been featured at dozens of forums throughout the country, and in various articles for *Shelterforce*, *Urban Land Institute Magazine*, *Policylink*, the Brookings institution and other media, industry and academic publications.

Prior to her work at MPC, Robin worked for 10 years with San Francisco's Mission Housing Development Corporation, developing and providing supportive housing for formerly homeless adults.

In addition to her work at MPC, Robin is a board member of the Illinois Housing Council and Interfaith Council for the Homeless, and a trustee of the National Housing Conference. Robin recently completed two terms as chair of the City of Evanston's Housing Commission and as an affordable housing committee advisor for the Federal Homeloan Bank. She was a 2002 fellow of Leadership Greater Chicago and, in 2006, completed Harvard University's Executive Education Program for Senior Executives in State and Local Government, which is part of the John F. Kennedy School of Government.

In 2010, Robin is teaching in for Northwestern University's Master of Arts in Public Policy and Administration Program.

Manuela Vicente

Manuela Vicente is the Corporate Director of Recruitment for Baptist Health South Florida, a non-profit healthcare organization with over 13,500 employees. She is responsible for developing, leading, and executing competitive talent acquisition solutions across the organization. In her role she is involved in all aspects of workforce housing where she has been instrumental in the implementation of the Employee Assisted Housing Benefit and other workforce housing initiatives. She is an HR professional with over 15 years of healthcare experience having also worked at St. Joseph's Hospital in Tampa, Florida, and Tenet Healthcare Corporation.

Manuela has a Bachelor's of Science degree from the College of Business Administration at the University of South Florida. She is a member of the Miami-Dade Chapter of the Business Leadership Network and the Youth Activities Task Force for the Town of Miami Lakes.