

PHFA in Partnership with



Present the Lehigh Valley Forum

PHFA Regional Forums provide trainings hours toward the yearly training requirements set forth by HUD. Certificates of Attendance will be provided upon request

What: Lehigh Valley Forum

**Where: Fowler Family Southside Center
Room 605
511 E. Third Street
Bethlehem, PA 18015**

When: Friday, November 4, 2016

Time: 10:00am -3:00pm

***** FREE parking is available*****

AGENDA

10:00am-10:30 – Welcome and introductions

10:30am-12:30pm – **Michelle Snow, Career Coach for Michelle Snow Co.,LLC** will be presenting a workshop “Powerful Performance”. This workshop will provide unique and valuable tools for success to improve customer engagement and strengthen communication skills. You will learn impacting diverse skills in behavior style analysis, body language, and digital communication. This workshop will help you overcome fears, the challenges of resolving conflict, and how to effectively support difficult customers. You will receive techniques to consistently utilize strengths to deliver a powerful performance.

12:30pm-1:15pm – **Break for lunch and networking. PHFA updates**

1:15pm – 2:15pm – **Katrina Boyer, Consumer Outreach Liaison for the PA Department of Banking and Securities** will be doing a presentation. Understanding the Department of Banking and Securities helps groups and consumers understand the businesses they regulate; how people can work with their outreach staff, as well as their Consumer Services team; and how they use the information they gather from the public to help their compliance, examination, and investigation teams.

2:15pm – 3:00pm – **Rebecca Strobel, MSW, Community Supports Coordinator for the Lehigh Valley Center for Independent Living (LVCIL)** will be doing a presentation which will include an overview of LVCIL's services and programs. In addition, LVCIL has partnered with the Pennsylvania Assistive Technology Foundation (PATF), a statewide program that offers different finance options to purchase assistive technology. The second half of this presentation will include an overview of PATF.

There is no cost for the forum. \$10.00 is requested to help cover lunch. Registration and Payment is required by October 26, 2016. Register by emailing Melissa Medernach at: mmedernach@phfa.org. In the email, include Forum location as the Subject. Send payment of \$10, check or money order, made out to PHFA. Mail to: PHFA Housing Services Department, Attn: Melissa Medernach, 211 N. Front Street, Harrisburg, PA 17101. Receipt for payment will be provided at the Forum.