

# MFA Board Retreat

August 17-18, 2022

Sandia Resort and Casino

30 Rainbow Road, Albuquerque, NM 87113

## ***“MFA’s Teamwork Makes the Housing Dream Work”***

*Advancing MFA’s Mission, Vision and Values through a Strong Internal Culture*

### **Wednesday, August 17**

#### **Welcome, Introductions and Retreat Overview**

*Chair Angel Reyes, MFA Board of Directors*

*Isidoro Hernandez, CEO/Executive Director, MFA*

#### **The Importance of MFA’s Partners and Good Customer Service**

*Felipe Rael, Executive Director, Greater Albuquerque Housing Partnership*

*Edward Archuleta, Executive Director, St. Elizabeth’s Shelters and Supportive Housing*

#### **MFA Organizational Overview**

*Isidoro Hernandez, CEO/Executive Director, MFA*

#### **The Housing Continuum and MFA’s Programs to Support It**

*Donna Maestas-De Vries, Chief Housing Officer, MFA*

*Jeff Payne, Chief Lending Officer, MFA*

#### **2022 Enterprise Risk Management Overview**

*Julie Halbig, Director of Compliance/Initiatives, MFA*

*Cait Gutierrez, Internal Audit Senior Manager, REDW*

#### **MFA’s Financial Outlook**

*Lizzy Ratnaraj, Chief Financial Officer, MFA*

### **Thursday, August 18**

#### **Responding to Today’s Human Resources Challenges**

*Dolores Wood, Director of Human Resources, MFA*

#### **Tackling Cybersecurity Challenges and Innovating to Meet Technological Needs**

*Joseph Navarette, Senior Director of Information Technology, MFA*

#### **Leading the Housing Summit to Support Partners**

*Paul Dahlgren, Director of Marketing and Communications, MFA*

#### **Facilitated Discussion on the Draft Statewide Housing Strategy**

*Rebecca Velarde, Senior Director of Policy and Planning, MFA*

*Sonja Unrau, Research and Development Manager, MFA*

#### **Assessing, Changing and Executing a Culture of Continuous Improvement**

*Isidoro Hernandez, CEO/Executive Director, MFA*

#### **Board Retreat Wrap-Up**

*Chair Angel Reyes, MFA Board of Directors/Isidoro Hernandez, CEO/Executive Director, MFA*

*\*No action will be taken by the Board at any time during the MFA Board Retreat.*