

26<sup>TH</sup>  
HFA  
USER CONFERENCE

November 5<sup>TH</sup> - 8<sup>TH</sup>

The James Royal Palm Hotel  
Miami Beach, FL.

  
***emphasisys***  
S O F T W A R E



November 5th, 2013

Dear Conference Attendee:

As General Manager for Emphasys Software's HFA Division, it is my pleasure to welcome you to our 26<sup>th</sup> annual educational HFA User Conference.

I am pleased that you and so many of your colleagues have been able to join us at this year's conference. Over the next few days you'll have the opportunity to learn new ways to use our software, meet and network with other HFA professionals, view demonstrations of our software's latest features, and have a little fun, too.

If there's anything we can do to make your conference more enjoyable and productive, please don't hesitate to contact one of us on the Emphasys team.

Thank you for your support and I look forward to visiting with you during the conference.

Sincerely,

A handwritten signature in blue ink, consisting of several overlapping loops and lines, positioned above the printed name.

George Rodriguez  
General Manager - HFA Division  
Emphasys Software

:

# Welcome

Emphasys welcomes you to our 26th HFA User Conference at the James Royal Palm ocean front hotel in beautiful Miami Beach, Florida.

Spend time meeting and sharing knowledge with other members of the community over the course of three days. In addition to the scheduled sessions, there will be many opportunities to meet with peers and share techniques in an informal manner. As many who have attended conferences can attest, the hallway conversations and opportunities to share knowledge with peers can be among the most interesting and valuable aspects. We anticipate that this conference will be no exception.

## Registration

Tuesday 5th, 12:00 p.m. - 5:00 p.m.  
Mezzanine

## Welcome Reception

A perfect time to get better acquainted with all the users and Emphasys employees attending the conference.

Tuesday 5th, 6:00 p.m. - 7:00 p.m.  
South Shore

## Opening Plenary

Welcoming remarks by George Rodriguez General Manager, Housing Finance and a review on how the company continues to serve you and progresses toward goals and strategic directions. Good opportunity to get to know our managers, analysts and developers.

Wednesday 6th, 8:30 a.m. - 9:00 a.m.  
The Great Room East

## Cocktails and Dinner

An evening event starting with a cocktail reception, and followed by a sumptuous dinner. Additional tickets for guests can be purchased at the Registration Desk during the conference.

Reception, Thursday 7th, 6:00 p.m. - 7:00 p.m.  
Florida Cookery Restaurant - Mezzanine  
Dinner, Thursday 7th, 7:00 p.m. - 9:00 p.m.  
Florida Cookery Terrace - Mezzanine



## Company Presenters

### Single Family Suite

George Rodriguez, General Manager, HFA Division  
Alfonso Iglesias, System Manager  
Jeff Gardner, Analyst/Developer  
Enrique Hirigoyen, Analyst/Developer  
Pauline Williams, Analyst/Developer

### Financials Suite

Vivian Cueva, System Manager  
Yolanda Silva, Analyst/Developer  
Jeffery Judd, Developer

### Multifamily Suite

Jorge Rabassa, System Manager  
Deborah Baker, Manager of Client Support

### Web Development

Luis Navarro, System Architect



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## Guest Presenters

Lisa Treece, Affordable Housing Coordinator,  
Alabama Housing Finance Authority

Lorrie Love, Reporting & Data Collection Manager,  
Maryland Department of Housing and Community  
Development

# Agenda at a Glance

## Tuesday, November 5th

12:00 p.m. - 5:00 p.m. Registration & Information Mezzanine

6:00 p.m. - 7:00 p.m. Welcoming Reception South Shore - Main Floor

## Wednesday, November 6th

7:00 a.m. - 5:00 p.m. Registration & Information Mezzanine

7:30 a.m. - 8:30 a.m. Hot Breakfast Florida Cookery Patio - Main Floor

8:30 a.m. - 9:00 a.m. Opening Plenary The Great Room East - Main Floor

9:00 a.m. - 9:15 a.m. Break PF The Studio - Mezzanine

### Joint Sessions

9:15 a.m. - 10:30 a.m. Smart Network and extended Modules The Great Room East - Main Floor

10:30 a.m. - 10:45 a.m. Break PF The Studio - Mezzanine

10:45 a.m. - 12:00 p.m. Quick Reports The Great Room East - Main Floor

12:00 p.m. - 1:15 p.m. Lunch Florida Cookery Patio - Main Floor

1:15 p.m. - 2:10 p.m.

**Financials** Debt Management The Studio - Mezzanine

**Single Family** eDocs The Great Room East - Main Floor

**Multifamily** Multifamily Compliance The Den West & East - Mezzanine

2:15 p.m. - 3:10 p.m.

**Financials** Debt Management continued... The Studio - Mezzanine

**Single Family** Lender Online, eDocs and HBE Portal The Great Room East - Main Floor

**Multifamily** Multifamily Compliance continued - Certification Portal The Den West & East - Mezzanine

3:10 p.m. - 3:25 p.m. Break PF The Studio - Mezzanine

3:25 p.m. - 4:20 p.m.

**Financials** Accounts Payable The Studio - Mezzanine

**Single Family** Networking Time The Great Room East - Main Floor

**Multifamily** MF Compliance Products Rewrite & New UPCS Inspections module The Den West & East - Mezzanine

**IT** Supporting Products The Boardroom - Mezzanine

## Thursday, November 7th

7:00 a.m. - 5:00 p.m. Registration & Information Mezzanine

8:00 a.m. - 9:00 a.m. Hot Breakfast Florida Cookery Patio - Main Floor

9:00 a.m. - 9:50 a.m.

**Financials** Networking Time The Studio - Mezzanine

**Single Family** Loan Tracking The Great Room East - Main Floor

**Multifamily** Multifamily Allocation - IM&C The Den West & East - Mezzanine

**IT** Quick Reports The Boardroom - Mezzanine

# Agenda at a Glance continue...

<b>9:55 a.m. - 10:45 a.m.</b>		
<b>Financials</b>	General Ledger	The Studio - Mezzanine
<b>Single Family</b>	Foreclosure Tracking	The Great Room East - Main Floor
<b>Multifamily</b>	Multifamily Allocation - IM&C continued - Developer Portal	The Den West & East - Mezzanine
<b>10:45 a.m. - 11:00 a.m.</b>		
	Break	PF - The Studio - Mezzanine
<b>11:00 a.m. - 12:00 p.m.</b>		
<b>Financials</b>	Investment Management	The Studio - Mezzanine
<b>Single Family</b>	Loan Servicing	The Great Room East - Main Floor
<b>Multifamily</b>	Funding Application Portal	The Den West & East - Mezzanine
<b>12:00 p.m. - 1:15 p.m.</b>		
	Lunch	Florida Cookery Patio - Main Floor
<b>1:15 p.m. - 2:10 p.m.</b>		
<b>Financials</b>	Investment Management continued...	The Studio - Mezzanine
<b>Single Family</b>	Loan Servicing (Single Family) continued... Multifamily Loan Servicing	The Great Room East - Main Floor
<b>Multifamily</b>	Networking Time	The Den West & East - Mezzanine
<b>IT Sessions</b>	SmartNetwork	The Boardroom - Mezzanine
<b>2:15 p.m. - 3:10 p.m.</b>		
<b>Financials</b>	Cash Management	The Studio - Mezzanine
<b>Single Family</b>	Single Family	The Great Room East - Main Floor
<b>Multifamily</b>	QuickReports Integration with IM&C	The Den West & East - Mezzanine
<b>3:10 p.m. - 3:25 p.m.</b>		
	Break	PF - The Studio - Mezzanine
<b>3:25 p.m. - 4:20 p.m.</b>		
<b>Joint Sessions</b>	What's Next?	The Great Room East - Main Floor
<b>6:00 p.m. - 7:00 p.m.</b>		
	Dinner Reception	Florida Cookery Terrace - Mezzanine
<b>7:00 p.m. - 9:00 p.m.</b>		
	Dinner	Florida Cookery - Mezzanine
<b>Friday, November 8th</b>		
<b>7:00 a.m. - 11:30 a.m.</b>		
	Information	Mezzanine
<b>8:00 a.m. - 9:00 a.m.</b>		
	Continental Breakfast	Florida Cookery Patio - Main Floor
<b>9:00 a.m. - 9:50 a.m.</b>		
<b>Financials</b>	Financials Suite Wish List Review and Prioritization	The Studio - Mezzanine
<b>Single Family</b>	Single Family News...	The Great Room East - Main Floor
<b>Multifamily</b>	Multifamily Suite Wish List Review and Prioritization	The Den West & East - Mezzanine
<b>9:55 a.m. - 10:45 a.m.</b>		
<b>Financials</b>	Financials Suite - Q&A	The Studio - Mezzanine
<b>Single Family</b>	Single Family Suite - Q&A	The Great Room East - Main Floor
<b>Multifamily</b>	Multifamily Suite - Q&A	The Den West & East - Mezzanine
<b>CONFERENCE ENDS - THANK YOU</b>		

# AGENDA

## *Tuesday, November 5th*

7:00 a.m. - 5:00 p.m.      Registration and Information  
Mezzanine

6:00 p.m. - 7:00 p.m.      Welcoming Reception  
South Shore

## *Wednesday, November 6th*

7:00 a.m. - 5:00 p.m.      Registration and Information  
Mezzanine

7:30 a.m. - 8:30 a.m.      Hot Breakfast  
Florida Cookery Patio - Main Floor

8:30 a.m. - 9:00 a.m.  
The Great Room East - Main Floor

### Opening Plenary

**Presenter:**  
George Rodriguez, General Manager - HFA Division

9:00 a.m. - 9:15 a.m.      Break  
PF The Studio - Mezzanine

## JOINT SESSIONS

9:15 a.m. - 10:30 a.m.  
The Great Room East - Main Floor

### Smart Network and extended modules

Participate on a review of the single sign-on system functionalities. See what's new, who's live and who's next.

Join us in a demonstration of the Notification and Workflow system and provide feedback as to how this can help your organization.

**Presenters:**  
Vivian Cueva, System Manager, Emphasys  
Luis Navarro, System Architect, Emphasys

10:30 a.m. - 10:45 a.m.      Break  
PF The Studio - Mezzanine

10:45 a.m. - 12:00 p.m.  
The Great Room East - Main Floor

### Quick Reports

Join us in a demonstration of this exciting reporting system. Catch up on the latest: What's new in the system? What users are taking advantage of the system? What will the next phase of the system include? and more...

**Presenters:**  
Vivian Cueva, System Manager, Emphasys  
Luis Navarro, System Architect, Emphasys

12:00 p.m. - 1:15 p.m. Lunch  
Florida Cookery Patio - Main Floor

## CONCURRENT SESSIONS

1:15 p.m. - 2:10 p.m.

**FINANCIALS**  
The Studio - Mezzanine

### Debt Management

Join us on a demonstration of the new Sources and Uses entry screen. See the changes to the system's amortization and refunding processes that have been done to conform to GASB 65.

**Presenters:**  
Vivian Cueva, System Manager, Emphasys  
Yolanda Siva, Analyst/Developer, Emphasys

**Participant:**  
Jeffery Judd, Developer, Emphasys

**SINGLE FAMILY**  
The Great Room East - Main Floor

### eDocs

Join two of your peers as they present on the Emphasys eDocs solution. Learn from their experience and the overall impact it had in their organization.

**Presenters:**  
Lisa Treece, Affordable Housing Coordinator, Alabama Housing Finance Authority  
Lorrie Love, Reporting & Data Collection Manager, Maryland Department of Housing and Community Development

**MULTIFAMILY**  
The Den West & East - Mezzanine

### Multifamily Compliance

Join us for a demonstration of newly implemented IRS requirements, HUD reporting changes, enhancements to the Income Covenants process and new ability to merge 6 original projects into a new LIHTC project.

**Presenter:**  
Jorge Rabassa, System Manager, Emphasys

**Participant:**  
Deborah Baker, Manager of Client Support, Emphasys  
Roland Latortue, Developer/Analyst, Emphasys

2:15 p.m. - 3:10 p.m.

## **FINANCIALS**

**The Studio - Mezzanine**

### **Debt Management continued...**

Participate in an open discussion on the different functionalities of the system and how they will migrate to the new browser-based Debt Management system, and take a close look at the Debt Management Data available in Quick Reports.

**Presenter:**

**Vivian Cueva, System Manager**

**Participants:**

**Yolanda Silva, Developer/Analyst, Emphasys**

**Jeffery Jud, Developer, Emphasys**

## **SINGLE FAMILY**

**The Great Room East - Main Floor**

### **Lender Online, eDocs and HBE Portal**

Come learn what's new, such as:

- ◆ Financial Advisor Access Role
- ◆ Loan Officer NMLS ID
- ◆ Additional Real Estate Agency information
- ◆ eDocs Submission at the document level
- ◆ eDocs Package restrictions & lockdown
- ◆ Print independent commitment letters for 2nd mortgages
- ◆ eDocs Demonstration
- ◆ HBE Portal Overview

**Presenter:**

**Alfonso Iglesias, System Manager, Emphasys**

**Participant:**

**Pauline Williams, Developer/Analyst, Emphasys**

## **MULTIFAMILY**

**The Den West & East - Mezzanine**

### **Multifamily Compliance continued - Certification Portal**

Come learn about new enhancements to the IM&C to MF project migration process and on-going changes to the system.

We will also demonstrate the latest enhancements to the Certification Portal including new Relationship categories and improved XML data uploads by Project instead of by Building.

**Presenter:**

**Jorge Rabassa, System Manager, Emphasys**

**Participant:**

**Deborah Baker, Manager of Client Support, Emphasys**

**Roland Latortue, Developer/Analyst, Emphasys**

3:10 p.m. - 3:25 p.m. **Break**

**PF The Studio - Mezzanine**



3:25 p.m. - 4:20 p.m.

## **FINANCIALS**

**The Studio - Mezzanine**

### **Accounts Payable**

See what's new in the Accounts Payable system including new Vendor Listings, and other adjustment features.

Join us in an open discussion on the different functionalities of the system and how they will migrate to the new browser-based Accounts Payable system.

Take a close look at the Accounts Payable data available in Quick Reports.

#### **Presenters:**

**Jeffery Judd, Developer, Emphasys**

**Vivian Cueva, System Manager, Emphasys**

## **SINGLE FAMILY**

**The Great Room East - Main Floor**

### **Networking Time**

Use this time to meet with peers or available Emphasys staff to discuss solutions specific to your agency.

## **MULTIFAMILY**

**The Den West & East - Mezzanine**

### **Multifamily Compliance Products Rewrite & New UPCS Inspections module**

Come see an exciting live demonstration of our progress on the rewrite/revamping of the Multifamily Compliance and Certification Portal.

In this session, we are very excited to introduce our latest UPCS Inspections module being developed.

Take this opportunity to offer us your feedback and suggestions for these state-of-the-art modules.

#### **Presenter:**

**Jorge Rabassa, System Manager, Emphasys**

#### **Participants:**

**Luis Navarro, System Architect, Emphasys**

**Deborah Baker, Manager of Client Support, Emphasys**

**Roland Latortue, Developer/Analyst, Emphasys**

## **IT SESSIONS**

**Boardroom - Mezzanine**

### **Supporting Products**

Come learn about tools and techniques, such as AcuXDBC®, AcuServer® and MS SQL® Linked Server, that are available to integrate with the Emphasys products in order to improve performance, allow data mining, etc.

See how other Emphasys product users have benefitted from these tools.

#### **Presenter:**

**Alfonso Iglesias, System Manager, Emphasys**

#### **Participants:**

**Yolanda Silva, Analyst/Developer, Emphasys**

# Thursday, November 7th

7:00 a.m. - 5:00 p.m.      **Registration and Information**  
Mezzanine

8:00 a.m. - 9:00 a.m.      **Hot Breakfast**  
Florida Cookery Patio - Main Floor

## CONCURRENT SESSIONS

9:00 a.m. - 9:50 a.m.

### FINANCIALS

The Studio - Mezzanine

#### Networking Time

Use this time to meet with peers or available Emphasys staff to discuss solutions specific to your agency.

### SINGLE FAMILY

The Great Room East - Main Floor

#### Loan Tracking

Come learn what's new, such as:

- ◆ Program Lock-Down
- ◆ My Reservations
- ◆ MS Word Mail Merge
- ◆ eDocs Resubmission & Condition Tracking Report
- ◆ HBE Cash Receipts Report
- ◆ Discuss client requests

#### Presenter:

George Rodriguez, General Manager - HFA Division, Emphasys

### MULTIFAMILY

The Den West & East - Mezzanine

#### Multifamily Allocation - IM&C

Join us in a demonstration of important new features such as the HUD Section 3 Summary Form with Excel data dump, the State Tax Credit Building Allocation process and the new User Security Report.

#### Presenter:

Jorge Rabassa, System Manager, Emphasys

#### Participant:

Deborah Baker, Manager of Client Support, Emphasys

Roland Latortue, Developer/Analyst, Emphasys

### IT SESSIONS

The Boardroom - Mezzanine

#### Quick Reports

Join us in a technical discussion of the QuickReports system, including data security and the tools available to integrate 3rd party applications into this versatile reporting tool.

**Presenters:**

Vivian Cueva, System Manager, Emphasys  
Luis Navarro, System Architect, Emphasys

**Participants:**

Yolanda Silva, Analyst/Developer, Emphasys  
Jeffery Judd, Developer, Emphasys

9:55 a.m. - 10:45 a.m.

**FINANCIALS**

The Studio - Mezzanine

**General Ledger**

Join us in a demonstration of key system features, such as Financial Reporting, transaction exports, and sub-ledger drill down.

Participate in an open discussion on the different functionalities of the system and how they will migrate to the new browser-based General Ledger system.

Take a close look at the General Ledger data available in Quick Reports.

**Presenters:**

Jeffery Judd, Developer, Emphasys  
Vivian Cueva, System Manager, Emphasys

**Participant:**

Yolanda Silva, Analyst/Developer, Emphasys

**SINGLE FAMILY**

The Great Room East - Main Floor

**Foreclosure Tracking**

Come join us as we take you step by step of the foreclosure process such as:

- ◆ Possible foreclosure
- ◆ Foreclosures
- ◆ Cash Receipts
- ◆ Expenses
- ◆ Gain/Loss
- ◆ Reporting

**Presenter:**

Pauline Williams, Analyst/Developer, Emphasys

**Participant:**

Alfonso Iglesias, System Manager, Emphasys

**Multifamily**

The Den East & West - Mezzanine

**Multifamily Allocation - IM&C continued - Developer Portal**

Learn about the new download and storing capability for large application files submitted from the FundingApp Portal so IM&C and significant performance improvements to the Emphasys MS Excel Add-In.

Experience the new features added to the Developer Portal including the HUD Section 3 Summary Form and submission to IM&C via the web.

**Presenter:**  
**Jorge Rabassa, System Manager, Emphasys**

**Participant:**  
**Deborah Baker, Manager of Client Support, Emphasys**  
**Roland Latortue, Developer/Analyst, Emphasys**

11:00 a.m. - 12:00 p.m.

**FINANCIALS**  
**The Studio - Mezzanine**

### **Investment Management**

Learn how to take advantage of key system features such as activity import, default CUSIP tables, history adjustments, and more.

Learn how other agencies are using the Investment system to manage their MBS and Bifurcated MBS Portfolios.

**Presenters:**  
**Yolanda Silva, Developer/Analyst, Emphasys**  
**Vivian Cueva, System Manager, Emphasys**

**Participant:**  
**Jeffery Judd, Developer, Emphasys**

**SINGLE FAMILY**  
**Great Room East - Main Floor**

### **Loan Servicing (Single Family)**

Come learn what's new and coming, such as:

- ◆ GNMA Reporting
- ◆ Monthly Mortgage Statements
- ◆ New Delinquent/Default Status (DDS) Codes

**Presenter:**  
**Jeff Gardner, Developer/Analyst, Emphasys**

**Participants:**  
**Enrique Hirigoyen, Developer, Emphasys**  
**Luis Castillo, Developer, Emphasys**

**MULTIFAMILY**  
**The Den East & West - Mezzanine**

### **Funding Application Portal**

Join us in a demonstration of new important features including Application Reviewer role and ability to download all or selected application files in a single zip file.

Learn how other agencies have gone live with the FundingApp Portal.

**Presenter:**  
**Jorge Rabassa, System Manager, Emphasys**

**Participant:**  
Deborah Baker, Manager of Client Support, Emphasys  
Roland Latortue, Developer/Analyst, Emphasys

12:00 p.m. - 1:15 p.m.    **Lunch**  
Florida Cookery Patio - Main Floor

1:15 p.m. - 2:10 p.m.

**FINANCIALS**  
The Studio - Mezzanine

#### **Investment Management continued...**

Join us in an open discussion on the different functionalities of the system and how they will migrate to the new browser-based Investment Management system, and take a close look at the Investment data available in Quick Reports.

**Presenters:**  
Vivian Cueva, System Manager, Emphasys  
Yolanda Silva, Developer/Analyst, Emphasys

**Participant:**  
Jeffery Judd, Developer, Emphasys

**SINGLE FAMILY**  
The Great Room East - Main Floor

#### **Loan Servicing (Single Family) continued...**

- ◆ New mortgage Credit Regulation
- ◆ Multi Loan Transfer Function (Daily Process)

#### **Multifamily Loan Servicing**

Come to learn what's new about our Multifamily implementation of the SV system.

**Presenter:**  
Jeff Gardner, Developer/Analyst, Emphasys

**Participants:**  
Enrique Hirigoyen, Developer, Emphasys  
Luis Castillo, Developer, Emphasys

**MULTIFAMILY**  
The Den East & West - Mezzanine

#### **Networking Time**

Use this time to meet with peers or available Emphasys staff to discuss solutions specific to your agency.

**IT SESSIONS**  
The Boardroom

#### **Smart Network**

Join us in a detailed discussion of the SmartNetwork:

- ◆ architecture
- ◆ hardware & software requirements

- ◆ configuration
- ◆ user data conversion
- ◆ user setup

**Presenters:**

**Luis Navarro, System Architect, Emphasys**  
**Alfonso Iglesias, System Manager, Emphasys**

2:15 p.m. - 3:10 p.m.

**FINANCIALS**

**The Studio - Mezzanine**

**Cash Management**

Join us in a discussion of process timing and get your questions answered: Can I transfer an MBS before I process its principal payment? What is the best way to reconcile Investment Interest, Debt Payments, Clearing Accounts, etc .

Join us on an open discussion on the different functionalities of the system and how they will migrate to the new browser-based Cash Management system.

Take a close look at the Cash Management data available in Quick Reports.

**Presenters:**

**Yolanda Silva, Developer/Analyst, Emphasys**  
**Vivian Cueva, System Manager, Emphasys**

**Participant:**

**Jeffery Judd, Developer, Emphasys**

**SINGLE FAMILY**

**The Great Room East - Main Floor**

**Single Family**

Come learn what's new and review existing commonly used functionality, such as:

- ◆ FNMA ULDD Tracking & Reporting
- ◆ Linking loans with different originators (2nd thru 6th)
- ◆ Master Servicer Integration
- ◆ Discuss client requests
- ◆ Bond Series, Program & Allocation setup
- ◆ Selection Criteria Reports
- ◆ Billing & Amortizations
- ◆ Trustee Cash Receipts

**Presenters:**

**George Rodriguez, General Manager - HFA Division, Emphasys**

**Participants:**

**Alfonso Iglesias, System Manager, Emphasys**  
**Pauline Williams, Developer/Analyst, Emphasys**

**MULTIFAMILY**

**The Den East & West - Mezzanine**

**QuickReports Integration with IM&C**

Please join us as we will walk you through the setup and generation of Allocation reports out of the IM&C data base using our QuickReports reporting tool.

Participate in a discussion of how and when this tool will be rolled out to agencies using IM&C.

**Presenters:**

Jorge Rabassa, System Manager, Emphasys

**Participant:**

Luis Navarro, System Architect, Emphasys  
Deborah Baker, Manager of Client Support, Emphasys  
Roland Latortue, Developer/Analyst, Emphasys

3:10 p.m. - 3:25 p.m.      **Break**  
PF The Studio - Mezzanine

## JOINT SESSIONS

The Great Room East - Main Floor

3:25 p.m. - 4:20 p.m.

### What's Next?

Join us for a quick view at the future of your partnership with Emphasys. See our product roadmap, our customer service enhancements, and more.

**Presenter:**

Vivian Cueva, System Manager, Emphasys

**Participants:**

Alfonso Iglesias, System Manager, Emphasys  
Jorge Rabassa, System Manager, Emphasys

6:00 p.m. - 7:00 p.m.      **Dinner Reception**  
Florida Cookery Restaurant - Mezzanine

7:00 p.m. - 9:00 p.m.      **Dinner**  
Florida Cookery Restaurant - Mezzanine

9:00 p.m. - 11:00 p.m.      **Fun Time!**  
South Shore - Main Floor

## Friday, November 8th

8:00 a.m. - 9:00 a.m.      **Continental Breakfast**  
Florida Cookery

## CONCURRENT SESSIONS

9:00 a.m. - 9:50 a.m.

### FINANCIALS

The Studio - Mezzanine

#### Financials Suite Wish List Review and Prioritization

Take this opportunity to review all the wish list items that have been compiled throughout the year and during sessions at the conference.

**Presenter:**

Vivian Cueva, System Manager, Emphasys

**Participants:**

Yolanda Silva, Developer/Analyst, Emphasys  
Jeffery Judd, Developer, Emphasys

**SINGLE FAMILY**

The Great Room East - Mezzanine

**Single Family News...**

Take this opportunity to tell us where the future may take your HFA. What tools will you need to get you there? What will you need once you're there? How can Emphasys help?

Participate in a discussion of how and when this tool will be rolled out to agencies using IM&C.

**Presenter:**

George Rodriguez, General Manager - HFA Division, Emphasys

**Participants:**

Alfonso Iglesias, System Manager, Emphasys

**MULTIFAMILY**

The Den East & West - Mezzanine

**Multifamily Suite Wish List Review and Prioritization**

Take this opportunity to review all the wish list items that have been compiled throughout the year and during sessions at the conference.

**Presenter:**

Jorge Rabassa, System Manager, Emphasys

**Participant:**

Deborah Baker, Manager of Client Support, Emphasys

9:55 a.m. - 10:45 a.m.

**FINANCIALS**

The Studio - Mezzanine

**Financials Suite - Q&A**

Take advantage of this final session to discuss any topic or ask us any question that may not have been answered earlier.

**Presenter:**

Vivian Cueva, System Manager, Emphasys

**Participant:**

Yolanda Silva, Developer/Analyst, Emphasys  
Jeffery Judd, Developer, Emphasys



## **SINGLE FAMILY**

**The Great Room East - Main Floor**

### **Single Family Suite - Q&A**

Benefit from this final session to discuss any topic that may not have been covered earlier in regards to the Single Family Suite of products (Single Sign-On, Pre-Eligibility, Lender Portal, eDocs, HBE Portal, Loan Tracking, Single Family, Foreclosure, Loan Servicing and QuickReports).

**Presenter:**

**George Rodriguez, General Manager - HFA Division, Emphasys**

**Participant:**

**Alfonso Iglesias, System Manager, Emphasys**

## **MULTIFAMILY**

**The Den East & West - Mezzanine**

### **Multifamily Suite - Q&A**

Take advantage of this final session to discuss any topic or ask us any questions that may not have been answered earlier.

**Presenter:**

**Jorge Rabassa, System Manager, Emphasys**

**Participant:**

**Deborah Baker, Manager of Client Support, Emphasys**

**CONFERENCE ENDS - THANK YOU**

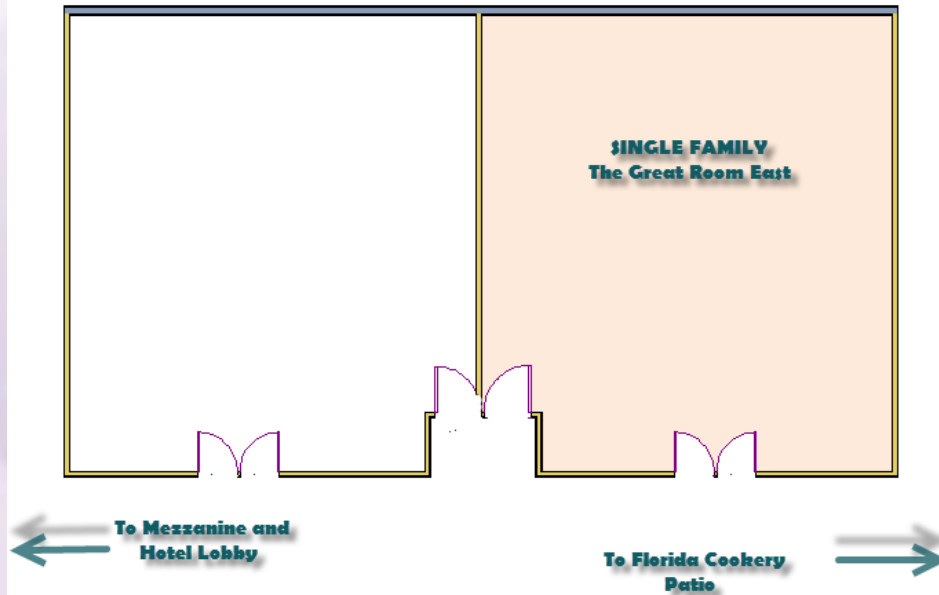
## Our Sponsors



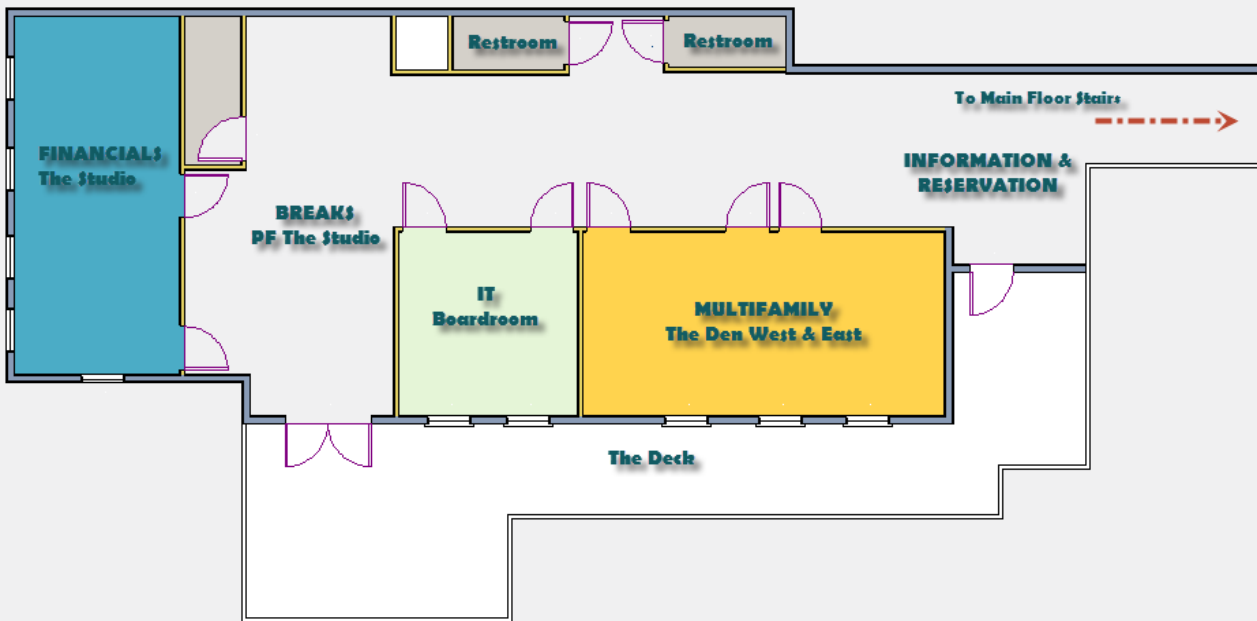
Since 1946, FirstSouthwest has been a trusted leader in public finance and capital markets. And for over 25 years, our dedicated housing professionals have partnered with state and local housing issuers nationwide to help families achieve the dream of home ownership. Our history as an innovator in single family transactions has garnered proven results for our clients. We have the capital, technology and unparalleled expertise to help your agency structure and implement a no-risk market rate TBA program that will unleash your true potential and drive record mortgage production. Since introducing the program, FirstSouthwest has done well in excess of \$1 billion in TBA locks for eight state agencies. Also, ask us about our seasoned MBS purchase program and innovative MCC solutions.

# Hotel Map

## Main Floor



## MEZZANINE



# Getting Around

## Attractions

### Miami Beach Botanical Garden

Home to beautiful plant collections and tranquil gardens  
2000 Convention Center Drive  
305.673.7256

### Museum of Contemporary Art

The collection, preservation and exhibition of contemporary art  
770 NE 125th Street  
305.893.6211

### Seaquarium

Marine park located on the island of Virginia Key in Biscayne Bay

### Art Deco District

South Beach famous 1930's architecture area. This area is known for its nightlife and numerous restaurants.

### Vizcaya Museum and Gardens

A wonderful Italian villa built in 1915  
3251 South Miami Avenue 305.250.9133



## Shopping

### Lincoln Road Mall

Browse through hundreds of stores, restaurants  
And cafes on the open-air Lincoln Mall  
1601 Lenox Avenue Miami Beach

### Bayside Marketplace

Waterfront mall located at Biscayne Bay in Downtown Miami

### Aventura Mall

19501 Biscayne Blvd. North Miami Beach

### Bal Harbor Shops

9700 Collins Avenue at Bal Harbor

### Coco Walk

Colorful out door mall located at Coconut Grove

# Preferred Restaurants

## **American**

### **5 Napkin Burger**

#### **Balans**

1022 Lincoln Road  
Miami Beach, FL 33139  
305-534-9191

### **Nexxt Cafe**

700 Lincoln Road  
Miami Beach, FL 33139

### **Shake Shack**

1111 Lincoln Road  
Miami Beach, FL 33139

## **Casual**

### **Books & Books Cafe**

933 Lincoln Road  
Miami Beach, FL 33139  
(305) 695-8898

### **Icebox Cafe**

1657 Michigan Avenue  
Miami Beach, FL 33139  
305-538-8448

### **Serendipity 3**

1102 Lincoln Road  
Miami Beach, FL 33139

### **Van Dyke Cafe**

846 Lincoln Road  
Miami Beach, FL 33139

## **Italian**

### **Cantinetta**

607 Lincoln Road  
Miami Beach, FL 33139  
(305) 532-0930

### **Dal Toro**

719 Lincoln Road  
Miami Beach, FL 33139  
(305) 532-5554

### **Soprano Cafe**

646 Lincoln Road  
Miami Beach, FL  
(305) 673-5114

### **Sosta**

1025 Lincoln Road  
Miami Beach, FL 33139  
(305) 722-5454

### **TiramesU**

721 Lincoln Road  
Miami Beach, FL 33139

## **Mexican**

### **Rosa Mexicano**

1111 Lincoln Road  
Miami Beach, FL 33139

## **Mediterranean**

### **Aura**

613 Lincoln Road  
Miami Beach, FL 33139  
(305) 695-1100

## **Seafood**

### **AltaMare Restaurant**

1223 Lincoln Road  
Miami Beach, FL 33139

## **Steakhouse**

### **920 Grill**

920 Lincoln Road  
Miami Beach, FL 33139  
(305) 674-9696



## **Pizza**

### **Pizza Rustica**

667 Lincoln Road  
Miami Beach, FL 33139

### **Presto Pizza**

332 Lincoln Road  
Miami Beach, FL 33139





  
***emphasisys***  
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