better together

EMPHASYS HFA USER CONFERENCE

2026 | December 8-11 Fort Lauderdale



Agenda Highlights

This year's tracks take a deeper look at the strategies, innovations, and enhancements shaping the future of Emphasys solutions, through product roadmaps, interactive discussions, and hands-on experiences. New this year, the Innovation Lab is a hands-on space to explore emerging technologies and product capabilities with experts and peers.

Secure your spot today for our best conference yet, because we truly are better together.

Register Now



FEATURED GUEST SPEAKER

Bogdan Chiorean

Head of Product & Innovation, TSS-Yonder

We're excited to welcome Bogdan who will bring his expertise in AI and product innovation to interactive sessions and workshops.

Enterprise Suite CONNECTING THE ENTIRE AGENCY

Explore how reporting, documents, partner collaboration, and resident engagement can help your agency work as a connected organization.

Executive Reporting

Executive Portal, Smart Reports, and Quick Reports connect insight across executives, program leaders, and staff.

Emphasys Connect

Shared communication, documents, and workflows for lenders, developers, servicers, consultants, and agency teams.

What's Next for Housing Locator

User experience improvements, resident engagement, AI investments, and future capabilities.

Enterprise eDocs

Centralized document management that improves compliance readiness and helps staff find information faster.

Technology and Hosting Investments

Modernization initiatives supporting performance, security, integration, and long-term scalability.

Marketing Boot Camp

Practical approaches to program awareness, stakeholder communication, participation, and community outreach.

Multifamily Suite

INNOVATIONS DRIVING COMPLIANCE AND PERFORMANCE

New capabilities help agencies strengthen compliance, improve communication with developers, owners, and other partners, and gain greater visibility into portfolio performance, with enhanced connectivity across the Emphasys ecosystem, including Housing Locator.

FEATURED GUEST SPEAKER

Bogdan Chiorean leads interactive workshops where Multifamily and Housing Locator users explore where automation, AI, and connected workflows can eliminate manual processes and create new efficiencies.

Emphasys Connect for External Partners

Connect inspectors, contractors, consultants, owners, and staff through shared communication, documents, and workflows.

Certification Portal Enhancements

Submitted Documents History Reporting, configurable required document workflows, and expanded reporting.

Expanded Fee Management

Enhancements that simplify fees and program administration.

NSPIRE Inspections

Evolving tools for inspection and compliance management.

One-on-One Sessions with Product Experts

Discuss agency priorities and wishlist items, review upcoming investments, and help influence future development.

Enterprise eDocs Integration

Document management connected to core Multifamily workflows.

IM&C Improvements

Pre-Application Tracking plus updates to staff assignments, project activities, and application audit history.

Asset Management and Portfolio Oversight

Additional Asset Management Performance Metrics and reporting that support compliance and oversight.

Additional Platform Enhancements

Mass compliance correspondence, NAHMA XML 8.0 updates, and income qualification indicators for resyndication projects, and other recently delivered customer-requested improvements.

Single Family Suite

MOVING THE PROGRAM FORWARD

See the latest investments in lender engagement, loan processing, servicing, and reporting, with opportunities to explore modern workflows and influence what comes next.

Smart Reports for Single Family

Executive-ready reporting and insights without custom report development.

LOTUS and Lender Portal Migration Updates

Customer-driven enhancements and how migration efforts are progressing across the HFA community.

AI Without the Hype

Bring real agency challenges to a mentor-led working session and test practical AI applications with experts.

Manager Workloads and Pipeline Management

Better visibility into operational performance and staff productivity.

One-on-One Sessions with Product Experts

Discuss priorities, ask questions, share feedback, and get guidance tailored to your Single Family operations.

AI in Action

Practical applications of AI within Single Family operations.

Emphasys Connect for External Partners

Shared communication, documents, and workflows for lenders, servicers, counselors, consultants, and staff.

Enterprise eDocs for Single Family

Automated document management that reduces effort in managing and reviewing supporting documents.

Product Roadmap Discussions

Future investments in eDocs, workflow automation, reporting, and other Single Family capabilities.

Single Family Sandbox

Experience modern Single Family workflows firsthand in an interactive environment.

Financial Suite MODERNIZING FINANCIAL OPERATIONS

Explore the next generation of financial management tools built for HFAs, from modern workflows to the future of reporting.

Financial Suite Rewrite
The transition to a modern web-based user experience and the long-term vision for the platform.

The Future of Debt Management
Vision and priorities for debt portfolio management, from issuance through maturity.

Smart Reports for Financials
Future dashboards and executive-ready insights that bring financial data into centralized reporting.

Next Generation of General Ledger
Redesigned workflows and enhanced financial management capabilities built for HFA finance teams.

Financial Suite Roadmap
Upcoming investments, cloud initiatives, and innovation priorities.

One-on-One Sessions with Product Experts
Share reporting needs, priorities, wishlist items, and future goals with the product team.

Housing Locator Suite EXPANDING IMPACT

Take a closer look at platform investments and services focused on resident engagement, operational efficiency, and improved service delivery.

What's Next for Housing Locator
User experience enhancements, AI initiatives, resident engagement, and roadmap investments.

Call Center Operations and Services
How customer interactions support stronger relationships and better resident experiences.

Housing Locator and Multifamily Connectivity
Integration opportunities that improve data sharing and reduce duplicate effort.

One-on-One Sessions with Product Experts
Discuss goals, operational priorities, reporting needs, and wishlist items to help shape future investments.

Marketing Boot Camp
Outreach and digital marketing approaches for reaching renters, property owners, and community partners.

Interactive Roadmap Discussions
Share feedback and agency priorities to help shape future development.

Enterprise Integrations and Smart Reports
Future BI and analytics connecting Housing Locator data with the broader Emphasys ecosystem.

Hosting & IT BUILDING FOR TOMORROW

Explore the technologies and investments helping agencies remain secure, resilient, and prepared for future growth.

Hosting Under the Hood
Meet the people and explore the monitoring, backup strategies, and processes behind hosted environments.

Security and Compliance
Cybersecurity expectations, audit readiness, vulnerability management, and incident response planning.

Customer Advisory Board
Share technology priorities and help shape future services and investments.

Cloud Modernization Strategy
Readiness, migration planning, governance, organizational change, and long-term technology planning.

Technology Roadmap
Investments supporting performance, security, integration, and customer experience.

Client Services MAXIMIZING YOUR EXPERIENCE

Our Client Services team remains committed to helping customers get the most value from their Emphasys solutions. Learn how strategic engagement, training, Customer Success initiatives, on-site engagements, best-practice guidance, and expanded self-service resources are helping agencies strengthen adoption, improve outcomes, and get more from their technology investments.

Getting More from myEmphasys

New features, resources, and tools designed to make information easier to find and use.

Jira Refresher Sessions

Learn how to better manage requests, track issues, and find answers more efficiently.

Interactive Expert-Led Discussions

Bring questions, share challenges, and receive practical guidance from the team.

We're excited to reconnect, share what's new, and continue supporting your agency as we move forward together.

NEW THIS YEAR

Innovation Lab TURNING IDEAS INTO ACTION

A practical space to explore emerging technologies, test ideas, and learn alongside experts and peers.

AI Without the Hype

Work through real agency challenges in a collaborative, mentor-led session focused on practical AI applications.

Product Innovation Discussions

Discuss future investments across the Emphasys portfolio.

Next Generation of General Ledger

Go hands-on with modern workflows and see how the rewrite is simplifying complex accounting processes.

The Future of Inspection Management

Modern workflows, mobile-enabled processes, real-time visibility, and enhanced compliance tools.

AI Brainstorm Sessions

Explore opportunities, exchange ideas, and learn from peers.

Executive Reporting

Experience the evolving reporting ecosystem, including Smart Reports, Executive Portal, and future innovations.

Emphasys Connect

Take a guided tour of shared cases, milestones, conversations, and document workflows for agencies and partners.

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Register at
emphasyshfa.regfox.com/emphasys-hfa-user-conference-2026

Questions? Contact Anndrea Fussell at
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