

Day 1 – May 16, 2022

Compliance

S1: **Income and Rent Calculations (2 hour)** – Even though our main focus is people nothing is more important than correct calculations! Come join us for an overview of the regulations governing calculations including income, asset value and income calculation and deductions. We will also present hands on case studies so the group can work through calculations together. Whether you are new to the industry or a seasoned veteran this course will help with your daily work.

S2: **Audit Preparation: Best Practices (2 hour)** – This course will review best practices and tips to assist you with passing your Tax Credit and HUD audits. The course will review what you should know and do for a file and/or physical audit. Whether it's your first audit or your tenth audit, you will be sure pick up something new.

Property Management

S1: **Professional Etiquette & Exceptional Customer Service (2hour)** – As everything begins to reopen, both professional etiquette and exceptional customer service are key factors in reestablishing and building new business/consumer connections. This session will help participants to recognize that their actions and behavior go beyond them and is a reflection of their employer. Learn to properly brand oneself in association to your organization and best practices for delivering great customer service. We will address the following topics and more:

- How to Make a Powerful First Impression
- Is Your Body Language Saying More than You Are
- What Is Great Customer Service & How Does It Look for Your Customers
- Building a Network & Knowing Your Customers

S2: **The Art of Facilitating Productive Meetings (2 hour)** – All meetings are not the same. What you put into planning a meeting is what you will get out of a meeting. Preparation is key to being effective, productive, and positioning yourself as a leader. This session will cover all elements of facilitating a productive meeting including the preparation, facilitation, and management of the outcomes. Session will address the following topics: setting the agenda with the 5 W's, understanding your role as a meeting facilitator, communicating roles and responsibilities, differentiating between in-person and virtual meetings, & tracking outcomes and follow-ups.

Owner/Agent

S1: [The Future of Affordable Housing in the Covid Environment \(2 hour\)](#) – Covid's arrival upended an industry that was already changing, accelerating some changes, deflecting others, and creating new ones. Now housing is central to public health, racial equity, economic recovery, and sustainable cities. Housing is urban infrastructure, where jobs go to sleep at night; it's the foundation of communities and the glue that can hold together people and neighborhoods. Affordable housing has always been a leader in implementing progressive social causes in economically viable ways. Join us to learn of David Smith's, one of the nation's affordable housing visionary actors, bring his unique, insightful, and thought-provoking take on where we are, where we are going, and how AHMA-PSW members can take action confidently, successfully, and profitably.

S2: [NAHMA Update \(2 hour\)](#) – Hear about NAHMA's & HUD's perspective on what to expect from the Biden Administration and Congress, including recent policy updates and potential impacts of legislative and regulatory affordable housing policy proposals – from HUD to RD to tax credits.

Maintenance

S1: [Unit Inspections & Preventative Maintenance \(2 hour\)](#) – This class will review the current HUD USPC, upcoming NSPIRE inspection, and the variance between the two. Maintenance technicians will gain a better understating of preventive maintenance and the skill to identify deficiencies. Join us as we cover the following:

- Crucial health and safety tips
- Maintenance best practices
- Wood rot
- Exterior walls/siding, stucco, etc.
- Retaining walls
- Positive and negative gradient slopes
- Water intrusion/mold
- Interior walls/flooring
- Landscaping
- Roofing systems
- HVAC, Fire, Plumbing, & Electrical systems

S2: [Fair Housing for Maintenance \(2 hour\)](#) – Kimball, Tirey & St. John's fair housing training is a course covering both California and federal fair housing laws. It is a must for maintenance personnel, technicians, porters and groundskeepers on residential rental property in California. Some of the key issues include the California and federal protected classes, disability requests relating to parking and assistance animals, maintenance team policies, maintenance requests, standardized response to an emergency and non-emergency, do's and don'ts in handling the

maintenance visit, recognizing and avoiding sexual harassment, record keeping and other Fair Housing guidance.

Service Coordinators

S1: **Drug & Alcohol Abuse in Seniors (2 hour)** – One of the fastest growing health problems facing adults 60 and older is substance abuse, alcohol and prescription drugs. Yet, even as the number of older adults suffering from these disorder increases, it continues to be underestimated, underdiagnosed, and undertreated. Diagnosis may be difficult due to symptoms of substance abuse in older adults may mimic symptoms of other medical and behavioral disorders common among this population, such as diabetes, dementia and depression. Over the next 2-hours, we will address substance abuse problems, how to identify and navigate the process to help residents. Attendees will:

- Develop a core understanding of substance abuse disorders
- Understand the importance of addressing substance abuse disorders in older adults
- Identify effective treatment strategies

S2: **Buried in Treasure: Hoarding Among Older-Adults (2 hours)** – Learn to differentiate squalor behavior from hoarding behaviors. We will address the impact of the new DSM-5 hoarding criteria on preventive hoarding and intervention efforts. The session provides intervention techniques and discusses the importance of collaboration between housing management, facilities, pest control and service coordinators to support residents. Attendees will be able to:

- Define hoarding disorders
- Have a keen awareness of hoarding behaviors
- Differentiate between a collector, a hoarder and a squalor
- Understand the legal framework and responsibilities under “reasonable accommodation”
- Assist with an Eviction Diversion Program
- Identify key local and national resources

Day 2 – May 17, 2022

Compliance (**Choose one class to attend per session**)

S1: **EIV (2 hour)** – Learn all about the required EIV reports and how to interpret the reports for a successful MOR.

S1: **Compliance Hot Topics (2 hour)** – Are you up to date with your Compliance knowledge? This class we will review the most recent Hot Topics being asked about Compliance. Learn about the changes in Compliance Monitoring for 2022, IRS Notice 22-05, and Current CTCAC Form Updates.

S2: **Medical Deductions & All Allowances (2 hour)** – Join us for this 2-hour session where we will take a deep-dive into what is considered a permissible deduction or allowance for households at your HUD property? We will cover each of the five possible deductions, which may be subtracted from a household's annual gross income based on their expenses and family characteristics. We will also go in depth on allowable medical expenses and which expenses are not allowed. We will have hands-on exercises to show you how to properly arrive at the correct annual adjusted income for a household. The types of deductions and allowances we will be covering are: Medical Expense Deductions, Disability Assistance Expense Deduction, Elderly Family Deductions, Dependent Deduction, and Child Care Deduction.

S2: **Compliance “All About the Basics” Mini Workshop (2 hour)** – To master Compliance, you need to know “All About the Basics”! In this mini workshop, we will review: The multiple components of Calculating Income and Assets, Unusual Situations that may and have occurred, along with the best ways to work through such situations, & Maintenance and how to best stay in compliance with the current UPCS.

Property Management

S1: **Budgeting & Bottom-Line Thinking (2hour)** – Effective budgeting skills are essential for a property management professional's continued growth and professional development. This session will help participants gain a better understanding of the processes and intended outcomes. Learn the key elements of budgeting including:

- Understanding the budgeting process & identify how to analyze budgets
- Learning financial terms & the legal aspects of budgeting
- How to manage a budget & advanced forecasting techniques
- Understanding trends that may be early indicators that impact the bottom-line
- Identifying smart procurement practices

S2: **Coaching & Mentoring Your Service Team (2 hour)** - Coaching and Mentoring are critical skills for an employee's professional development. This session will help participants gain a better understanding of how to achieve and use these vital leadership skills. Learn the key elements of coaching and mentoring, including:

- Coaching, mentoring, and the GROW model
 - Developing and using SMART goals
 - Establishing a professional development plan
 - How to avoid or overcome common obstacles
 - Building and fostering employee trust
-

Maintenance

S1: **Preparing for NSPIRE: Part 1 (2 hour)** – Are you prepared for new REAC inspections and NSPIRE changes? With everything opening up again, it is important to successfully prepare for property inspections. In this 2-part session, participants will learn the highest scored UPCS deficiencies along with the required NSPIRE corrective actions.

S2: **Preparing for NSPIRE: Part 2 (2 hour)** – Are you prepared for new REAC inspections and NSPIRE changes? With everything opening up again, it is important to successfully prepare for property inspections. In this 2-part session, participants will learn the highest scored UPCS deficiencies along with the required NSPIRE corrective actions.