

AHMA-PSW

43rd LA Conference & Expo

Course Descriptions

TRACK: Owner / Agent

National Update

It is always difficult to envision our future at the National Level-fortunately we have our awesome partners at NAHMA to help with this. This is always an informative session to help set our future course.

State Legislative Update

Come hear AHMA-S-PSW's California Advocate who will talk about current bills that will affect the future of affordable housing in the state.

Needs & Leads Round Table

A round table discussion specifically for Owners and Agents to help envision the solutions to future problems that affect your businesses.

CA Landlord / Tenant & Consumer Protection Law Update

Come by informed as our legal experts talk about how new Landlord/Tenant and Consumer Protections laws are playing out in court, and in reality. This will help you envision future policies to meet the challenges.

Ensuring Fair Housing for People with Criminal Records

HUD will soon be releasing a final rule that will affect our screening and eviction procedures when criminal activity is a factor. It is easy to envision that California will be issuing an even more restrictive law in the near future. This important discussion will help us keep our affordable housing in compliance.

TRACK: Compliance 101

What is a Tenant Selection Plan (TSP)?

Am I required to have a Tenant Selection for each type of housing program? Come and hear the importance to maintain a Tenant Selection Plan (TSP) and which agencies require you to have one.

Superb Tenant Files

You processed your move-in applicant, they signed their lease, now what do I do with all the documents? Learn the importance in keeping up with filing from the beginning to avoid missing important paperwork that is required by your company, HUD, TCAC, Bond, etc... How you maintain your files, it's a reflection of your persona!

Superb Tenant Files (REPEAT)

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Calculation Review

How do you calculate Uber, Lyft and other "gigger economy" jobs? Is imminent danger pay excluded for persons in the military? Want the detailed answers to these questions and many more? This session will provide a great overview of the income, asset and expense calculations necessary to accurately determine Rural Development eligibility and rents.

Who's Next on Your Waitlist?

Have you ever doubted yourself if you were processing the correct applicant from your waitlist? What if the vacancy that is available is an accessible unit and you don't have anyone in your waitlist which requires an accessible unit? 60? Or vacant unit is set aside at 60% AMI and you only have applicants whose income level is at 35% AMI?

Rural Development: Best Practices

How do great owner/agents set up systems that will ensure accurate RD compliance? What are the basic Rural Development requirements? What about special tenants like students? This session discusses the basic compliance framework that RD housing hangs on and how to meet the complex requirements with excellence!

TRACK: Advanced Compliance

Difficult income Calculation Exercises on Tax Credit & Section 8

Hands on calculation exercises for both Tax Credit and Section 8 on irregular income such as, Sporadic / Seasonal or Self-Employed.

How to Respond to Tax Credit Audits

Are you facing challenges when responding to Tax Credit Audits? Join us and learn the best practices in responding to audits and obtain the best results.

How to Respond to HUD Compliance Audits

Are you facing challenges when responding to Tax Credit Audits? Join us and learn the best practices in responding to audits and obtain the best results.

Learn the Difference of Student Rules Depending on Funding Type

Review the student rule as it applies to each program, go over examples and hands on practice case study to resolve during class.

Urban Futures (UFI) Reporting: HCID-LA Programs (HOME, BOND, Land Use, Major Projects, etc.)

Learn about the compliance requirements for the HCID-LA programs and avoiding reporting errors.

Avoiding Costly Rural Development File Errors

In Rural Development Housing, details matter! Miscalculating tenant income and rents can create expenses that have to come out of an owner/agent's pocket! In this session, we'll cover the top 10 most common errors in Rural Development files, using feedback from state and national RD Offices.

TRACK: Supportive Housing

Homelessness & Supportive Housing 101

This workshop will provide attendees with fundamental information needed to successfully work in supportive housing including: what is homelessness, how do people become homeless, what challenges do people experiencing homelessness encounter, what is it like to transition into housing after experiencing homelessness, what is supportive housing, what are supportive services, how to apply the principles of recovery and home to our work.

Homelessness & Supportive Housing 101 (REPEAT)

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Motivational Interviewing & Trauma Informed Care

Staff for a Supportive Housing community should have a specific set of skills to best work with the targeted population. Frankly, not every community manager can manage such a community. Compassion and patience are especially important traits for success. This session will assist all on-site staff in understanding: the impact of trauma on Supportive Housing resident, commonly seen housing behaviors arising from trauma, as well as assistive programs to set an environment promoting safety and recovery. The above evidence-based practices originated in the field of supportive services and can be embraced by all staff members. Learning how to interact with persons struggling with past trauma as they continue to heal and make new choices is a win-win for all. Additionally, learning various motivational interviews techniques can assist staff in building a resident's self-esteem and ability to address issues independently regardless of their role.

Share and Care – An Opportunity to Expand Your Resources & Experiences

An interactive session allowing an exchange of information related to resources and experiences. Attendees will be given the opportunity to meet each other, exchange information, share your experiences and success in program or operations planning. Be prepared to share the following with attendees: an accomplishment or success, either operational or services and a challenge you would like input on from colleagues. Bring your contact information to share with attendees.

Psychiatric Mobile Response Team (PMRT) – Los Angeles and Psychiatric Emergency & response Team (PERT) Orange County

Resources and connections are two of the greatest assets for a manager. The panels from the noted agencies will explain their services, how to access their services and how to best connect, for the benefit of the resident. Also, learn how to avoid “predictable crises” and operationalize such as approaches to resident selection and screening, move-in orientation, developing house rules and enforcing them, handling evictions. Take advantage of the resources willing to assist.

Lease Up Best Practices

Leasing up a supportive housing community is unique and has its challenges. Learn from colleagues who have “been there, done that”. A panel of experienced housing professionals will review topics such as: learning and implementing systems such as the Coordinated Entry System, working with a difficult to reach population to obtain lacking and/or insufficient documentation, and working with the various aspects of the layered rental assistance programs. Working together we can identify a way to streamline the process and get persons housed!

TRACK: Property Management

Rent Control, New Unlawful Detainer Rules & Regulations

Update on statewide rent control in California, notices for cause and how this affects the Affordable Community.

Comfort Companion Animals vs Service Animals

Is there a difference between these animals? YES! This session will cover the difference, compare, and contrast in Federal, State and Local guidelines and policies.

Comfort Companion Animals vs Service Animals (REPEAT)

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Preventative Maintenance for Managers

Learn how the benefits of and how to create a preventative maintenance schedule, implementation, and follow up.

Lease Violations: How to Prepare & Serve Correctly

There is nothing worse than having a tenant continually break their lease. You will learn how to properly prepare a lease violation letter, when to correctly serve and what to do when the desired outcome is not achieved.

Inspections, Inspections, Inspections

An overview of REAC, mortgage, insurance, owner, city, county, regulatory inspections and more. What the difference is and how to prepare your office, residents, and property for any type of inspection.

TRACK: Resident Services

Emergency Preparedness Specific to Seniors and Those with Disabilities

This class explores how to prepare for natural disasters and other emergencies that could impact your community.

Disability Accommodations & Modifications

In this class you will learn the differences between accommodations and modifications, common mistakes in handling accommodation and modification requests, best practices for avoiding potential Fair Housing, unusual accommodation/modification requests, and more.

Dealing with Mental Health Illness Addiction: How to Deal with Them Part I

In Part I of this training and using mental health diagnoses as the guide/structure, participants will learn strategies to increase knowledge, enhance sensitivity, recognize that mental illness and addiction typically co-occur, and understand steps to take to assist residents in preserving housing - "keeping the housed housed!!!"

Dealing with Mental Health Illness Addiction: How to Deal with Them Part II

In Part II of this training and using addiction (substance use disorders) as the guide/structure, participants will continue to learn strategies to increase knowledge, enhance sensitivity, recognize that mental illness and addiction typically co-occur, and understand steps to take to assist residents in preserving housing - "keeping the housed housed!!!"

How to Deal with Difficult People

Difficult people are everywhere! They can be customers, co-workers, bosses, neighbors, even spouses. This program humorously reveals the six basic difficult personality styles that are out to drain you and your organization of vital energy. You will learn what they do, why they do it, and what you can do about it! Your group will learn how to stay empowered in the face of negative, reactive, and draining people - and laugh while they do it.

Are We Having Fun Yet?

In this very humorous session, the audience learns the power of a positive attitude and the secrets only OPTIMISTS know! They will discover how attitude creates success, shapes moods, and is contagious. Great for employee motivation, sales and customer service training, stress, management, leadership and personal life attitude adjustments. Very funny, great stories, and excellent content. The most important thing about you is your attitude. Studies have shown that people with a positive attitude -- get sick less often, have better relationships, and are more successful in their careers. Attitude is contagious, and helps to create an energized work environment. We would all like to have a positive attitude. Laugh and learn!

TRACK: Maintenance

Understanding & Preparing for REAC: Fire Alarm and Sprinkler System for Code Compliance

The course covers what reports and documents are required for REAC inspections of your fire life safety systems, including the timetable when tests and repairs need to be done and what to do if they aren't. We have a former REAC inspector turned Ops manager who will cover real world examples plus provide a general overview of the annual compliance requirements and changes. Learn what to schedule, when and what to do if inspections or repairs run late. Don't get caught off-guard paying for fines or emergency repairs and join us for this informative REAC overview.

Understanding & Preparing for REAC: Fire Alarm and Sprinkler System for Code Compliance (REPEAT)

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Property Wide Maintenance Safety Part I

Cover Topics: safety specific to working around residents, working with vendors, managing public work area safety, shop and tool safety, basic first aid, and OSHA basics

Property Wide Maintenance Safety Plan II

Continue covering topics on safety specific to working around residents, working with vendors, managing public work area safety, shop and tool safety, basic first aid, and OSHA basics

The Maintenance on Roofing 101

This course will focus on Building Maintenance, Long Term Asset Protection, Waterproofing and Roofing, Maintenance, Best Practices and When to Hire a Professional.

The Maintenance on Roofing 101 (REPEAT)

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TRACK: Hands-On

Elevator 101

During this session we will cover tool tips, troubleshooting tips, important safety points, basic parts inventory

Elevator 101 (REPEAT)

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HVAC Overview

Cover topics: basic equipment, tools and parts needed, basic knowledge and troubleshooting pointers, important safety points, and regulations

HVAC Overview (REPEAT)

Cover topics: basic equipment, tools and parts needed, basic knowledge and troubleshooting pointers, important safety points, and regulations

Plumbing Maintenance & Low Flow Options

Join us for an overview on how to select and maintain faucets and showering fixtures to ensure resident satisfaction and fewer maintenance calls. Learn more about options to reduce your property's water usage to meet your sustainability goal.

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TRACK: Supervisor

Elements of A Successful Evaluation / Effective Employee Evaluations

The evaluation is an opportunity for both the supervisor and staff to voice their concerns and congratulations. This session will discuss making the dreaded evaluation an interactive process which will effectively address concerns while encouraging success.

Time Management

It is often voiced that there are just not enough hours in the day. With the many duties, responsibilities and brush fires encountered by today's supervisor, time management is key. This session will help establish how to set priorities and complete tasks so that your time is best spent.

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Supervision Style with Individual Employees

Research confirms that the relationship between an employee and their supervisor is crucial to a worker's engagement and satisfaction. In this session you will learn how to use a proven technique for identifying the specific supervision approaches that likely will be most productive with individual employees. There will be opportunity to discuss practical application of what you learn to your interactions with those you supervise.

Keeping Finances in Mind in Management

This class will teach managers keep financial consequences in mind during day-to-day activities and ultimately tracking costs in order to stay in within budgetary guidelines. We will discuss practices on establishing guidelines in the beginning of a period with staff and working with our teams to stay in those guidelines.

Motivating Your Team

Identifying different team management styles and practices to see which combination will work for your team. Some managers use positive or negative reinforcement. In this class we will identify the different approaches and see the pros and cons. We will also discuss how to track your team's motivation.