

## Day 1 – May 22, 2023

### Owner / Agent Track

S1: **National Update (1 hour 15 minutes)** – 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.

S2: **State Update (1 hour 15 minutes)** – Description coming soon.

S3: **Key Wage & Hour Issues for Employers to Avoid (1 hour 15 minutes)** – This session will provide you with essential information regarding key California wage and hour laws and best practices for avoiding legal liability. Attendees will learn the difference between exempt versus non-exempt employees, meal and rest break obligations, overtime rules, and more. Get valuable information to protect management, employees and properties!

S4: **Best Practices for Avoiding (Discrimination/Harassment/Retaliation) Claims (1 hour 15 minutes)** – Get the essential knowledge and skills you need to effectively handle employee complaints. The class will cover the key areas of Duty to Investigate Claims/Complaints by Employees, Documenting Performance Issues, and more! The course will help you avoid costly claims and potential lawsuits while still ensuring you're providing a positive work environment for everyone.

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### Service Coordinator Track

S1: **Service Coordinator’s Role in Preventing Bed Bug Infestation (1 hour 15 minutes)** – With the ongoing nuisance of bedbug infestations, this webinar will provide assistance in helping your residents identify preventive measures and address problems related to bedbug infestations. Attendees will learn about the importance on implementing a housing management and service coordinator team approach to prevent, assess, and intervene in the event of a bedbug infestation, along with strategies to make combating the infestation a smooth process for residents.

S2: **Service Programs on a Shoestring (1 hour 15 minutes)** – Not everyone is lucky enough to have professional service coordinator on staff. Nor can all properties afford to hire an outside service contractor to coordinate their activities. Tax credit properties and bond properties generally come with a requirement for programs to enrich the quality of life of residents but generally do not have budgets that provide much to invest in such things. In this class you will know how you too can-do quality programs on a shoestring. **BONUS:** Participants will receive access to Gwen’s “Best Ideas List” with more than 500 no-cost, low-cost programs and activities

proven to be successful by your fellow affordable housing managers nationwide. Includes ideas for resident engagement during COVID and beyond.

S3: [Disaster Preparedness for Seniors by Seniors \(1 hour 15 minutes\)](#) – This class will provide a brief overview of the different types of natural disasters and how they can impact older adults. Attendees will also learn of the risk factors that affect older adults' and family caregivers' preparation and response to natural disaster.

S4: [Compassion Fatigue: Work Life Balance & Avoiding Burn-Out](#) – Stress is a natural and manageable part of life. Constant demands of professional and personal lives can lead to stress overload. The past year of Covid 19 has increased our stress levels both at work and at home. Today, it is even more important to make sure we engage in work-life balance. This presentation will examine the different types of healthy and unhealthy stressors and provide strategies for dealing with stress to avoid compassion fatigue. Strategies to deal with stressors will also be provided.

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## Supportive Housing Track

S1: [Supportive Housing and Homelessness 101 \(1 hour 15 minutes\)](#) – 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 hope to our work?

S2: [Motivational Interviewing and Trauma Informed Care \(1 hour 15 minutes\)](#) – Staff for a Supportive Housing community should have a specific set of skills to best work with the targeted population. 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
- Assistive programs to set an environment promoting safety and recovery.

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 interviewing techniques can assist staff in navigating conflict and increase positive working relationships while also building a resident's self-esteem and ability to address issues independently, regardless of their role.

S3: **Share & Care – Expand Your Resources and Experiences (1 hour 15 minutes)** - 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 successes in program or operations planning. Be prepared to share the following with attendees:

- An accomplishment or success, either operational or services.
- A challenge you would like input on from colleagues.

Bring your contact information to share with attendees.

S4: **Active Engagement and De-Escalation (1 hour 15 minutes)** - This session will focus on effective strategies to recognize signs of mental distress and trauma, and how to effectively support and engage with individuals using de-escalation techniques.

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## Property Management Track

S1: **Working with Local Housing Authority (1 hour 15 minutes)** – Representatives from local Housing Authority agencies will discuss rent increases, annual inspections, unit abatements, tenant voucher portability and much more.

S2: **How to Handle Common Tenant Complaints & Resident Infractions (1 hour 15 minutes)** – Have that one resident that is in your office every day with a complaint? How about the one that is late on rent every month or fails every inspection? This session will help you come up with a plan on how to handle these complaints, how to document the resident file for additional action if it becomes necessary. Bring you best story and let's solve it together.

S3: **Service / Emotional Support Animals (1 hour 15 minutes)** - The majority of Fair Housing complaints come from Persons with Disabilities, and 60% of those are related to assistance animals. Are you prepared to handle this challenging issue on site? Find out what HUD says about how to evaluate, approve or deny a request for an assistance animal, on-line verifications and websites that sell ESA certifications, and the steps HUD recommends for processing requests for service vs emotional support animals.

S4: **Time Management Tools for Property Managers (1 hour 15 minutes)** - Time is your greatest asset. Using your time effectively is one of the most important tools you offer your company. Distractions and unexpected interruptions are a daily reality in working in property management so it's important to remain aware and maintain focus. The key is to set achievable goals, make flexible plans, and minimize the time distractions try to take away from you. This session discusses the use of planning and calendars, goal setting, and completing task lists. It is interactive engaging audience participation in role-playing in "trap resolution" exercises. Participants will learn to: Recognize the 5 Traps of Time Wasters, Follow 7 Tips for Effective Time Management, & Use The 4 Ds Every Day: Do, Delay, Delegate, Delete.

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## Tax Credit Compliance Track

S1: [Files & Forms \(1 hour 15 minutes\)](#) – Do you have questions on the use of the CTCAC forms that were updated in 2022? What exactly is required to be saved for the CTCAC Electronic Storage Policy? CTCAC Management will address these questions and more in the “Files and Forms” session.

S2: [Mass Lease Ups \(1 hour 15 minutes\)](#) – It's lease up time!! Whether this is your first lease up or your 5th, this task is always daunting. But with a well-prepared plan and a great team, you can make it happen. Join us in this session to go over best practices to be successful in a lease up and meeting your delivery deadlines.

S3: [Average Income \(AIT\) \(1 hour 15 minutes\)](#) – Are you still confused about how the AIT set-aside works or how to implement it on your property? Come join CTCAC Management as they give an overview on the Average Income Test and the finalized guidance from the IRS.

S4: [Subsidized Multiple Layering \(1 hour 15 minutes\)](#) - Managing affordable housing is tough, managing affordable housing with layers of subsidy is a daily challenge. During this session we will discuss some of the areas that are most confusing when dealing with blended occupancy including when to do recertifications, how to deal with EIV and income calculations, as well as conflicting rules (like the student rule!).

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## HUD Compliance Track

S1: [How to Complete a HUD Budget-Based Rent Increase \(1 hour 15 minutes\)](#) - Budget-Based Rent Increase submissions are often delayed or denied due to the Owner submitting an incomplete package. In this course you will learn what, when and how to submit your package, how to respond to follow-up questions and requests from HUD, and when and how you can appeal a denial or partial denial of your request.

S2: [Repayment Agreements \(1 hour 15 minutes\)](#) - Budget-Based Rent Increase submissions are often delayed or denied due to the Owner submitting an incomplete package. In this course you will learn what, when and how to submit your package, how to respond to follow-up questions and requests from HUD, and when and how you can appeal a denial or partial denial of your request.

S3: [VAWA Compliance \(1 hour 15 minutes\)](#) - Feel confused about what you have to do, what you should do, and what you can't do with regard to VAWA? Unsure about your emergency transfer plan and how to implement it? If so, this session is for you! We will review all aspects

of VAWA and make sure that you are comfortable with how to implement it going forward. Join us for real life examples and interactive discussion.

S4: **EIV – Let’s Refresh Shall We? (1 hour 15 minutes)** - When we work with EIV every day it is easy to get caught up in the details and forget the basics. This interactive session offers a refresher on the basics of where to find the regs, how to read the reports, when to print the reports, how to store the reports, and reconciling those dreaded discrepancies. Bring your questions, leave with your answers.

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## Maintenance Track

S1: **21<sup>st</sup> Century Organizational Skills (1 hour 15 minutes)** - Developing good Organizational Skills is an investment that will provide benefits for many years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this webinar the participants will learn about the tools that are necessary in developing better Organizational Skills. The following are learning objectives from this course:

- Examine current habits and routines that are not well organized and learn to prioritize your time, schedule effectively and manage daily tasks.
- Learn about ways of listing, archiving, and storing information and supplies.
- Learn how to organize personal and workspace.
- Learn how to resist project procrastination and drive results.

S2: **Identifying Irrigation Issues (1 hour 15 minutes)** – Introduction to irrigation and better understanding of how the system operates.

S3: **Emergency Action Planning & Crisis Management (1 hour 15 minutes)** - All employees, regardless of how much experience they might have, need to be aware of what is required when dealing with various emergencies. Crisis management is vital. OSHA mandates that emergency action plans be taught to all workers as part of a company’s required documented safety training program. Key Elements and Outcomes:

- Mandatory OSHA EAP requirements.
- How to assess, evaluate, and/or prepare your EAP in advance of a crisis or event.
- What to do before, during, and afterwards, and more.

S4: **Pest Control, Roaches, & Beyond (1 hour 15 minutes)** – Pests do not belong in any home, but do you have anything set in place to keep them from invading your property? Learn the latest and greatest pest management programs that will help you to proactively prevent pests from entering your property.

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## Supervisor Track

S1: **How to Complete a HUD Budget-Based Rent Increase (1 hour 15 minutes)** - Budget-Based Rent Increase submissions are often delayed or denied due to the Owner submitting an incomplete package. In this course you will learn what, when and how to submit your package, how to respond to follow-up questions and requests from HUD, and when and how you can appeal a denial or partial denial of your request.

S2: **Trust Building & Resiliency Development (1 hour 15 minutes)** - This session has been designed to help teams gain a better understanding of what is needed to build trust and resilience within an organization. We will discuss a variety of strategies on how to foster a workplace environment that promotes trust, how to gain the trust of employees by empowering them, promoting transparent communication, identifying different personality types and how to develop stronger, more collaborative relationships, keeping stress and stressors in-check, accepting, and managing change in a positive manner and best practices to stay motivated.

S3: **Secure System Access and Setup (1 hour 15 minutes)** – You have a new employee, and they need access to HUD Secure Systems including TRACS and EIV. If you are the coordinator for your company for Secure Systems you are responsible for setting them up. This session will go through the steps for gaining access for new employees and granting existing employees new roles.

S4: **504 Coordination (with/without a named 504 Coordinator) (1 hour 15 minutes)** - Section 504 provides special protections to persons with disabilities who reside in HUD, HOME and RD funded properties. The penalty for 504 non-compliance is loss of all federal funding. The responsibility for coordinating 504 compliance applies to all covered properties – regardless of the number of employees. Learn the duties and responsibilities, who must perform them, how to define the specific role of a 504 coordinator when one is required, and how to manage 504 monitoring and compliance efficiently and effectively to prevent complaints and findings.

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## Day 2 – May 23, 2023

### Owner / Agent Track

S5: **Implementing HUD Homeless Preference (1 hour 15 minutes)** – The workshop explore the benefits, challenges, and impacts of implementing a homeless preference as outlined by HUD.

Recommendations based on SAHA's 6 years of experience with implementation will be shared alongside a toolkit for attendees.

S6: [HUD's Final Ruling on MOR \(1 hour 15 minutes\)](#) – HUD has changed the frequency of when you may receive an MOR. We will discuss the new risk-based scheduling guidelines.

S7: [The Basics of Grant Writing \(1 hour 15 minutes\)](#) – This course is designed to provide an introduction to the basics of grant writing. The course will cover key elements of a successful grant proposal, such as the executive summary, statement of need, program description, budget, and evaluation plan, as well as common pitfalls to avoid.

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## **Service Coordinator Track**

S5: [Mental Health Crisis Planning \(1 hour 15 minutes\)](#) – This session will provide basic information regarding mental health conditions and the behaviors associated with untreated mental health conditions and provide strategies for addressing such behaviors in independent living communities. The presented will discuss the importance of recognizing mental decompensation. Crisis planning tools will be provided.

S6: [Re-Engaging & Motivating Residents \(1 hour 15 minutes\)](#) - Attendees will learn how to determine the seniors' motivational and skill levels. Attendees will be provided with ideas on potential barriers caused by personal preferences and/or may be pandemic related that hinder their involvement and positive outcomes. Speakers will provide effective motivational techniques and strategies that reengage residents, promote interest in pursuing new leisure interests and remotivate prior interests. Attendees will learn how to determine the potential barriers that may hinder positive outcomes, conduct effective motivational interventions and techniques that will be successful in increasing their senior's engagement, & promote activities and programs that will re-engage their seniors.

S7: [Coping with Depression & Isolation Through Activities & Programs \(1 hour 15 minutes\)](#) - This session will provide attendees ways to enhance their communities to promote self-directed and seniors' clubs and programs. Attendees will gain knowledge of ways to help seniors cope with depression and isolation through encouraging individual pursuits and offering support activities and programs. Learn inexpensive and creative ways to decorate common areas that encourage seniors to gather and engage with each other. Gain ideas to promote monthly programs that encourage involvement and enhance socialization with other seniors. Attendees will develop the skills and knowledge on helping seniors develop and implement "seniors led" social clubs and support groups that promote new opportunities, new experiences, remotivate old interests and sharing.

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## Supportive Housing Track

S5: **Housing Retention Plans (1 hour 15 minutes)** – Housing Retention Plans are to promote housing stability. Does your supportive housing community have such a plan? If no, this session will assist you in understanding the need and the collaboration between Services and Property Management. If you answered yes, is the plan reviewed and adhered to? This session will discuss the importance of realistic goals, collaboration, and best practices.

S6: **Successful Coordination of Services & Property Management (1 hour 15 minutes)** – Services and Property Management working together is crucial in the success of a Permanent Supportive Housing community. Management is accustomed to enforcing rules and Services is accustomed to advocating for the residents. Working together will assist in avoiding “predictable crises”. Learn best practices for preparing house rules in the best interest of the community and in a way better understood by the residents. Working together in pre-lease up, resident selection, processing, move-in orientation and proactive problem solving. A win-win for all involved.

S7: **Lease Up Best Practices (1 hour 15 minutes)** – 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.
- Working with the various aspects of the layered rental assistance programs.

Working together we can identify way to streamline the process and get persons housed!

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## Property Management Track

S5: **Fair Housing Update (1 hour 15 minutes)** - This course will focus on the most recent changes to fair housing laws with the enactment of the Fair Employment and Housing Council (FEHC) Regulations that took effect in January of 2020 and amended in 2022. We will be discussing changes to laws related to assistance animals, source of income, the use of criminal history and information on general trends related to fair housing.

S6: **Engaging Difficult Conversations about Racial Inequality (1 hour 15 minutes)** – Building a race equity lens into your organization’s work requires an understanding among staff of the problem, its relevance to your work, and a shared vocabulary to engage in meaningful discussions. This session will provide a framework to shift your work to include a race equity lens and help provide a pathway to make the needed changes and help nonblack individuals become allies.

S7: **Death of a Resident (1 hour 15 minutes)** - Unfortunately, you may have to deal with the death of one of your residents. Some properties have to deal with it more than others. This session will discuss how you should handle the death of a resident, who you should contact when it occurs and how to deal with everything else that happens when a resident passes away.

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## **Tax Credit Compliance Track**

S5: **How to Respond to Audits (1 hour 15 minutes)** – File and physical inspection audits are an integral part to our business. We all plan and prep to make sure that the audit is successful. But what happens after you receive a notice to correct items? This session is designed to assist you with compiling a proper audit response.

S6: **The Ordeals of Verification (1 hour 15 minutes)** – Verification of income and assets are standard in our industry. However, in our day to day, there are some anomalies that we encounter. This session is a refresher of the verification process for the some of those uncommon circumstances.

S7: **Self-Auditing Tax Credit (1 hour 15 minutes)** - One of the most important aspects to review your resident files to identify mistakes BEFORE an auditor does. In this session we will take a practical approach to the best ways to audit your own files and will discuss steps you can take to be even more effective in your reviews. Bring your best practices and your questions for an interactive session designed to make you even more successful.

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## **HUD Compliance Track**

S5: **Updating Your AFHMP (1 hour 15 minutes)** - Your approved AFHMP is 5 years old. What do you do now? Learn how to perform and document the 5-year review, how to decide whether an update to the plan is required, and if it is, how to prepare and submit the update to HUD, RD, the state agency. The class will also cover other times when an update is and is not required, and what to do when you can't find an approved plan in your project file.

S6: **Interim Recertifications: Everything You Need to Know (1 hour 15 minutes)** - What is a tenant required to report to stay in compliance with the Interim Recertification process? What happens if they don't report something they are required to? When are you required to process an Interim Recertification. How do you know when an Interim Recertification is effective. So many questions we will answer in this session.

S7: **Waiting List Compliance (1 hour 15 minutes)** – Properties must create and maintain a formal record of applicants for housing assistance and/or assisted housing units. Waiting Lists are an important element for Occupancy compliance but can affect your Special Claims submissions.

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## Maintenance Track

S5: **Preventive Plumbing & Water Saving Devices (1 hour 15 minutes)** – Are you currently trying to get a step ahead of any plumbing problems? This class will review different solutions to prevent plumbing problems. Find out how a plumbing maintenance schedule will assist in keeping everything in check and the best way to create it.

S6: **The Latest in Mold Remediation & Asbestos Protocol (1 hour 15 minutes)** - Mold Remediation - The threat of mold is one that property owners know all too well. This class will help you better understand mold, what you can do to minimize mold issues, common mistakes, and several take away concepts. Asbestos Protocol - you'll better understand what asbestos is, what it's used for, AQMD Rule 1403, industry standards, as well as how to properly initiate remediation efforts.

S7: **How to Conduct a Proper Unit Inspection (1 hour 15 minutes)** – Are you ready to pass those upcoming unit inspections? Join the speaker for a room-by-room area review on what you should look for when preparing for inspections. Get a short overview of the following for rooms undergoing the checkup.

- Mold
- Plumbing
- HVAC
- Electrical
- Appliances
- Painting
- Flooring
- Windows

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## Supervisor Track

S5: **Special Claims (1 hour 15 minutes)** - If you saw a \$100 bill on the ground, would you pick it up? Might take a little effort but I bet you would. Special claims is like giving that little bit of effort to pick up a \$100 bill. It's worth it in the end. In this session, we'll talk about what special claims are, what you need to do to submit a claim and how to get that extra money your property needs.

S6: **Writing Annual Evals & Memos (1 hour 15 minutes)** – Preparing annual evaluations and memos is an important part of many professional roles. Learn to prepare evaluations that support your role as a supervisor to manage team members more effectively. We will cover

effective evaluation and memo writing to ensure you provide a clear communication and a focus on providing constructive feedback to help employees grow and develop in their roles.

S7: **Intergenerational Communication (1 hour 15 minutes)** – For the first time in U.S. history, four generations are working side-by-side. It is important to understand the impact historical events have on each generation. These events have molded & shaped our personalities and how communicate and interact in the workplace. This webinar will provide basic understanding of the different traits and personalities of the four different generations, different work ethics, and different preferred styles of communication.