

Day 1 – May 20, 2024

Owner / Agent Track

S1: **National Update** – Join us for a dynamic session hosted by the National Affordable Housing Management Association (NAHMA), the premier advocate for affordable housing management. In this session participants will gain valuable insights into legislative and regulatory issues impacting multifamily community managers and owners in Washington, DC. Discover effective strategies for advocating on behalf of affordable housing initiatives and learn how to make your voice heard in the policymaking process. Whether you're an owner, agent, or industry professional, this session offers essential guidance for navigating the complex landscape of affordable housing regulations and influencing positive change at the federal level. Don't miss this opportunity to equip yourself with the knowledge and tools needed to drive impactful advocacy efforts within the affordable housing sector.

S2: **State Agencies Update** – An informative session where representatives from key state agencies, including HUD, CTCAC, HCD, and UFI, will provide crucial updates on compliance and regulatory issues affecting affordable housing programs. This dynamic panel discussion will offer insights into the latest developments and requirements, ensuring participants stay informed and prepared to navigate regulatory challenges effectively. Moreover, attendees will have the opportunity to voice their concerns directly to agency representatives, who will carry these insights back to their offices to address practitioners' needs and improve program implementation. Don't miss this opportunity to engage with regulatory experts and advocate for positive change within the affordable housing sector.

S3: **Legislative Update** – An insightful session focused on the latest legislative developments impacting both housing and business sectors in California. This session will provide a comprehensive update on current bills and legislation progressing through the California State Legislature. Participants will gain valuable insights into key housing and business-related issues, including regulatory changes, policy updates, and emerging trends. Stay informed and engaged with the legislative process as we discuss the implications of proposed bills on housing affordability, business operations, and community development. Don't miss this opportunity to stay abreast of legislative changes and their potential impact on your industry.

Service Coordinator Track

S1: **Advocacy 101**– In "Advocacy 101," participants will explore the fundamental concept of advocacy and its significance in the housing community. Whether you consider yourself an advocate or aspire to become one, this session is designed to equip you with essential skills and insights. Resident advocates serve as the voice of residents, advocating for their needs in various aspects of life, including medical, social, financial, and emotional support. Through interactive discussions and practical guidance, attendees will learn how to effectively assist residents in times of need, empowering them to navigate challenges and access the resources they require. Whether you're new to advocacy or seeking to enhance your skills, this session offers valuable tools for making a positive impact in your community.

S2: [Scholarships & Posters](#) – This session will provide valuable guidance and suggestions for encouraging residents to apply for scholarships offered by AHMA-PSW and NAHMA's Educational Foundation. Participants will learn effective strategies to promote these scholarship programs within their communities, empowering residents to pursue educational opportunities. Additionally, the session will cover best practices for promoting NAHMA's "AHMA Drug Free Kid" Poster Contest, fostering creativity and awareness among residents. Whether you're a housing professional or resident leader, this session offers practical insights and tools for supporting residents in their educational pursuits and creative endeavors.

S3: [PENDING CLASS](#) –

Supportive Housing Track

S1: [Lease Up: Best Practices](#) – Join us for a session dedicated to exploring best practices for leasing up a supportive housing community. Hear from experienced colleagues who have navigated the unique challenges of this process and glean insights from their firsthand experiences.

A panel of seasoned housing professionals will discuss various topics, including implementing systems such as the Coordinated Entry System, overcoming obstacles when working with hard-to-reach populations to obtain necessary documentation, and managing the complexities of layered rental assistance programs.

Together, we will identify strategies to streamline the lease-up process and expedite the housing of individuals in need. Don't miss this opportunity to learn from the collective wisdom of experienced professionals and enhance your approach to supportive housing lease-ups.

S2: [Successful Coordination of Services and Property Management](#) – Discover the key to success in Permanent Supportive Housing communities: the seamless coordination between Services and Property Management. In this session, learn how the collaboration between these two essential components is vital for the community's success. Property Management brings expertise in rule enforcement, while Services excel in advocating for residents. By working together, we can prevent "predictable crises" and create a supportive environment. Join us to explore best practices for developing house rules that prioritize community interests and resonate with residents. We'll also discuss the importance of collaboration in pre-lease up, resident selection, processing, move-in orientation, and proactive problem-solving. This collaborative approach ensures a win-win situation for all involved, fostering a thriving and supportive community environment.

S3: [Housing Retention Plans](#) - Join us for a session focused on Housing Retention Plans and their crucial role in promoting housing stability within supportive housing communities. Whether your community already has a plan in place or not, this session will provide valuable insights into the need for such plans

and the collaborative efforts required between Services and Property Management teams. Participants will learn about the importance of setting realistic goals, fostering collaboration, and implementing best practices to ensure the effectiveness of housing retention plans. Don't miss this opportunity to enhance your understanding and implementation of strategies to promote housing stability within your community.

Property Management Track

S1: **Rental Agreement Violations** – We'll explore strategies to avoid breaches in rental agreements. This session will cover the proper procedures for completing, documenting, preparing, and serving rental agreements to ensure compliance with regulations. Don't miss this opportunity to learn essential practices for maintaining the integrity of rental agreements and protecting the interests of both landlords and tenants.

S2: **Preventive Maintenance** – Prioritizing preventative maintenance is essential for saving both you and your property valuable resources, including money, time, and the need for last-minute or emergency repairs. This comprehensive overview aims to equip technician teams, regardless of skill level, with new techniques in preventive maintenance to ensure resident satisfaction. The class focuses on preventative maintenance and essential troubleshooting skills required for multi-unit facility work. Participants will delve into the positive impact of preventative maintenance on resident perception, emphasizing the importance of meticulous record-keeping. The course covers common preventative maintenance tasks within rooms and provides practical guidance on their execution. Additionally, participants will gain insights into the significance of inspections and learn effective methods for conducting them, contributing to the overall efficiency and well-being of the property.

S3: **Fair Housing – Service Animals and Modifications vs Accommodation Requests: Documenting & Determination** - Join us for an informative session on Fair Housing, focusing on the distinction between service animals and support animals, as well as the process for handling modification and accommodation requests. This class will provide attendees with valuable insights into identifying and addressing issues related to service animals and companion animals, including proper procedures for documentation and determination. Don't miss this opportunity to enhance your understanding and ensure compliance with Fair Housing regulations.

Supervisor Track

S1: **Marketing and Filling Vacancies** - Join us for a session focused on practical marketing ideas that effectively fill vacancies across all property types. Learn strategies to target your ideal market and optimize advertisement spending to maximize results. Gain valuable insights into cost-effective marketing techniques that deliver tangible results for your properties. Don't miss this opportunity to enhance your marketing approach and increase occupancy rates.

S2: **Improving Workplace Communications** – Join us for a session dedicated to improving interpersonal skills and effectively managing workplace communication. This session will provide valuable insights into dealing with difficult employees and navigating day-to-day conflicts and crises with professionalism and

efficiency. Don't miss this opportunity to enhance your communication skills and foster a more positive and productive work environment.

S3: **REPEAT: Improving Workplace Communications** – Join us for a session dedicated to improving interpersonal skills and effectively managing workplace communication. This session will provide valuable insights into dealing with difficult employees and navigating day-to-day conflicts and crises with professionalism and efficiency. Don't miss this opportunity to enhance your communication skills and foster a more positive and productive work environment.

Tax Credit Compliance Track

S1: **Understanding Income Exclusions, and Various Eligibility Requirements** - Join us for an in-depth discussion on understanding income, exclusions, and various eligibility requirements in determining household annual income. This session will address frequently asked questions such as which income and assets are included and excluded, when the student rule applies, and the best practices for verifying income and assets. Gain insights into calculating assets disposed of for less than fair market value and learn practical tips to ensure accurate income assessments. Don't miss this opportunity to enhance your understanding of eligibility criteria and streamline your income calculation process.

S2: **Annual Recertification Best Practices** - In this session, we will delve into the best practices for conducting annual recertifications. We will explore the differences between mass recertifications and anniversary recertifications and discuss how to determine which sites qualify for each approach. Through interactive discussions and practical examples, participants will gain insights into streamlining the recertification process, ensuring compliance with regulatory requirements, and maximizing efficiency in annual recertification procedures.

S3: **Tax Credit Rules: Building vs Units** - Join us for a detailed exploration of various Tax Credit Rules, distinguishing between building-specific and unit-specific regulations. Topics covered will include manager units, the Totem Pole Rule, Next Available Unit Rules, and the 140% Rule. Through case studies and interactive discussions, participants will gain a deep understanding of these rules, enabling them to effectively navigate compliance requirements and mitigate the risk of tax credit recapture.

HUD Compliance Track

S1: **TRACS Fundamental** – Join us for a concise overview of HUD's Tenant Rental Assistance Certification System (TRACS) in our session, "TRACS Fundamentals." Designed for housing professionals seeking to enhance their understanding of TRACS, this session provides a comprehensive introduction to the system's key features and functionalities. Through interactive demonstrations and practical examples, participants will gain insights into navigating TRACS efficiently and effectively. From understanding the purpose and structure of TRACS to exploring its various modules and functionalities, this session equips

participants with the foundational knowledge needed to navigate TRACS with confidence. Don't miss this opportunity to gain a solid understanding of TRACS and unlock its full potential in your housing operations.

S2: **Fundamentals of Expenses and Deductions** – Explore the core concepts of housing expenses and deductions in our session, "Essentials of Expenses and Deductions." Designed for new managers, this session covers deduction categories, household eligibility, and calculation methods, including upcoming changes due to HOTMA. Delve into key considerations like inclusions and exclusions within deductions and verification requirements for medical expenses. Through interactive discussions and practical examples, gain the knowledge needed to navigate housing expenses and deductions effectively. Join us to enhance your understanding of this crucial aspect of housing management.

S3: **Ins & Outs / Dos & Don'ts of Certification** – Join us for an in-depth exploration of the "Ins and Outs / Dos and Don'ts of Certification Processing." Designed for intermediate managers, this session focuses on honing interviewing skills to maximize the efficiency and productivity of certification appointments. Mastering certification processing, the session covers effective interviewing techniques and utilizing HUD's income verification hierarchy to ensure timely and accurate certifications, even in cases of third-party non-responsiveness. Gain practical insights to streamline your certification procedures and achieve optimal outcomes.

Maintenance Track

S1: **Safety Planning: Minimizing Impact to Property Operations** - Ensuring the safety of property operations is paramount for any company's success. This entails comprehensive safety planning that covers essential aspects such as the who, what, when, where, why, and how of a successful safety management program. By delving into successful strategies for developing or enhancing safety programs, businesses can safeguard not only their staff but also residents, visitors, and guests. An effective safety management program extends its benefits beyond personnel protection by assisting in the management and control of various business and operating costs. Discover the significance of a well-managed safety program in maintaining and safeguarding your company's image and reputation within the community. Additionally, learn practical approaches to implement safety programming, even when operating on a budget.

S2: **Fair Housing for Maintenance** – Ensure compliance with Fair Housing laws in our session, "Fair Housing for Maintenance." Learn how Fair Housing laws impact daily maintenance operations and how to avoid costly mistakes. Through case studies and real-world scenarios, understand your responsibilities as a maintenance staff member and uphold Fair Housing principles in your work.

S3: **Emergency Action Planning & Crisis Management** – 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.

Day 2 – May 21, 2024

Owner / Agent Track

S4: **How to Detect & Address Potential Workplace Violence** – In today's unfortunate reality, workplace violence has become an integral part of our daily lives. The constant exposure to incidents through various media channels emphasizes the need for proactive measures. This workshop is specifically designed to offer clarity on the detection and addressing of workplace violence. Participants will delve into understanding and recognizing OSHA guidelines aimed at safeguarding America's workforce from such incidents. The workshop will also define workplace harassment, bullying, and workplace violence, shedding light on their impacts. Exploring the unique context of multifamily housing, participants will identify behaviors and potential risk factors associated with workplace violence. The session will equip individuals with the knowledge of how to identify, manage, and prevent workplace violence situations effectively. Additionally, participants will learn the essential steps to create a comprehensive risk assessment and develop relevant policies and procedures to foster a safer work environment.

S5: **Risk Management & Mitigation** – This comprehensive session focuses on crucial aspects of property professionals' daily responsibilities. This class delves into the legal and financial implications associated with risk management and mitigation in property management. Participants will gain valuable insights into risk identification and its impacts, along with learning effective risk assessment techniques. Additionally, the session will cover the development of site-specific mitigation plans and strategies for tracking risks. By the end of the class, attendees will be equipped with practical skills and knowledge essential for effectively managing risks in property management settings. Don't miss this opportunity to enhance your risk management skills and safeguard your property assets.

S6: **Compassion Fatigue: Cultivating Work-Life Balance to Avoid Burnout**– Participants will explore the concept of compassion fatigue, its symptoms, and its impact on personal and professional well-being. Through interactive discussions and practical exercises, participants will learn strategies for self-care, boundary setting, stress management, and resilience building to cultivate a healthy work-life balance. The training emphasizes the importance of self-awareness, self-compassion, and seeking support to prevent burnout and sustain long-term effectiveness in their roles. By the end of the training, participants will be equipped with practical tools and techniques to prioritize self-care, maintain boundaries, and foster resilience, leading to improved overall well-being and job satisfaction.

Service Coordinator Track

S4: **Clutter Addiction** – The "Clutter Addiction in Affordable Housing" training offers a comprehensive exploration of the challenges posed by clutter addiction within low-income housing communities. Participants delve into the psychological and emotional factors contributing to excessive clutter

accumulation, which often leads to compromised living conditions and safety hazards. The training addresses the unique intersection of affordability, mental health, and housing instability, providing participants with practical strategies to recognize and address clutter addiction sensitively and effectively. Through case studies and interactive discussions, participants gain insights into the impact of clutter addiction on individuals and communities, as well as methods for supporting residents in maintaining safe and organized living environments within the constraints of affordable housing. By the end of the training, participants are equipped with the knowledge and tools necessary to approach clutter addiction with empathy, understanding, and practical intervention strategies tailored to the needs of affordable housing communities.

S5: [Housing Collaborating: Resident Services & Resident Managers](#) – Designed to facilitate effective collaboration between resident services and resident managers within housing communities. Participants will explore the importance of cohesive teamwork in providing comprehensive support to residents, addressing their diverse needs, and fostering a positive living environment. Through interactive sessions, participants will learn practical strategies for communication, conflict resolution, and goal setting to enhance collaboration and maximize the impact of resident services and management efforts. Topics covered include resident engagement, community building, service coordination, and resource sharing. By the end of the training, participants will be equipped with the skills and tools necessary to strengthen collaboration between resident services and resident managers, ultimately enhancing the quality of life for residents within housing communities.

S6: [Animals: Service vs Support](#) – This session provides invaluable insights into the complexities of accommodating animals in the housing industry, specifically focusing on the distinction between service and support animals. Participants will delve into the legal and practical considerations surrounding the presence of these animals in housing settings. Through comprehensive discussions, attendees will gain a clear understanding of the roles, rights, and responsibilities associated with service animals, which perform specific tasks to assist individuals with disabilities, and support animals, which provide emotional comfort and companionship. Furthermore, the class will explore best practices for effectively managing and accommodating both types of animals in accordance with fair housing laws and regulations.

Supportive Housing Track

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S5: **Motivational Interviewing & Trauma Informed Care** - This session is designed to equip on-site staff in supportive housing communities with essential skills for engaging residents who have experienced trauma. Participants will learn about the impact of trauma on residents, common housing behaviors stemming from trauma, and effective programs to foster safety and recovery. Additionally, motivational interviewing techniques will be covered to aid staff in navigating conflicts, building positive relationships, and promoting residents' self-esteem and empowerment. Join us to enhance your skills and make a meaningful impact in supportive housing communities.

S6: **Supportive Housing and Homelessness 101** - Join us for "Supportive Housing and Homelessness 101," a session designed to equip attendees with essential knowledge for effectively working in supportive housing environments. This class will cover fundamental topics including the definition and causes of homelessness, the challenges faced by individuals experiencing homelessness, and the transition into housing. Participants will gain insights into supportive housing models and the role of supportive services in assisting residents. Additionally, the workshop will explore principles of recovery and hope, providing practical guidance on applying these principles to our work in supportive housing settings. Whether you're new to the field or seeking to deepen your understanding, this workshop offers valuable insights and tools for supporting individuals experiencing homelessness.

Property Management Track

S4: **Customer Service Rules** - A session dedicated to exploring the importance of customer service in the affordable housing industry. This discussion will address the current challenges and opportunities for improvement in customer service practices. Participants will learn strategies and best practices to enhance customer service delivery, ultimately improving resident satisfaction and community engagement. Don't miss this opportunity to elevate your customer service skills and make a positive impact in the affordable housing sector.

S5: **Annual Budget** - In this session, we'll cover everything you need to know about preparing an annual budget. From essential considerations to understanding its impact, participants will gain valuable insights into budgeting practices. Join us to learn actionable strategies for staying within your budget and effectively managing financial resources.

S6: **Crime Free Housing** - In this session, we prioritize safety as the utmost concern for both staff and residents. Participants will gain insights into the latest regulations and best practices aimed at fostering a healthy and secure environment within housing communities. Join us to explore effective strategies for maintaining safety and promoting well-being in residential settings.

Supervisor Track

S4: **The Act of Terminating Employees: Cutting Down on after Termination Legal Battle** - Terminating an employee can be a challenging task for supervisors. In this session, participants will learn essential strategies to navigate the termination process effectively while minimizing legal challenges. Topics covered include conducting thorough investigations, creating comprehensive documentation, developing action plans, and exploring alternatives to termination. Join us to learn how to handle the termination process with professionalism and mitigate potential legal issues.

S5: [Annual Budget](#) - In this session, we'll cover everything you need to know about preparing an annual budget. From essential considerations to understanding its impact, participants will gain valuable insights into budgeting practices. Join us to learn actionable strategies for staying within your budget and effectively managing financial resources.

S6: [Rookie Supervisor Bootcamp](#) – Are you transitioning into a new role as a supervisor? This session, designed for rookie supervisors, offers valuable insights into navigating the transition from being a peer to becoming a leader. Learn effective strategies for setting boundaries and establishing ground rules with your team to ensure a smooth and successful transition into your new role.

Tax Credit Compliance Track

S4: [HUD NSPIRE's Impact on LIHTC Programs](#) - Are Tax Credit (LIHTC) Properties Changing to NSPIRE? In short – Yes. LIHTC monitoring inspections will change to NSPIRE. This session will provide a comprehensive overview of the NSPIRE Inspection process and how it impacts LIHTC programs. Participants will gain insights into the changes introduced by NSPIRE, key considerations for preparing for the inspection, and strategies for ensuring compliance with NSPIRE requirements.

S5: [IRS 8823 Guidebook – How to Avoid Non-Compliance](#) - This session will provide a comprehensive review of the IRS 8823 Guidebook, offering practical insights to help attendees avoid receiving an 8823 Non-compliance notice and potential fines. Participants will learn key strategies for ensuring compliance with IRS regulations, understanding the common pitfalls that lead to non-compliance, and implementing best practices to mitigate compliance risks.

S6: [Income Averaging](#) - What is Income Averaging? Why is this necessary? This session will explore the concept of Income Averaging and its importance in meeting Tax Credit income limits set-aside tests to maintain eligibility and compliance. Through interactive discussions and case studies, participants will learn how to calculate income averages effectively, navigate compliance requirements, and optimize income averaging strategies to ensure eligibility and compliance in Tax Credit properties.

HUD Compliance Track

S4: [EIV, TRACS and Civil Rights 4350.3 Chapters 8,9 and 2](#) - Unlock the secrets to efficient and compliant affordable housing administration with our specialized training on EIV, TRACS, and Civil Rights 4350.3. Delve into the civil rights obligations outlined in HUD Handbook 4350.3, Chapters 8, 9, and 2. Gain insights into fair housing laws, accessibility requirements, and non-discrimination policies to foster inclusive communities and uphold the rights of all residents. Join us to gain essential skills, insights, and strategies to ensure program integrity, prevent fraud, and promote equity in housing.

S5: **VAWA Compliance Obligations** – Join us for a comprehensive session on "VAWA Compliance Obligations." This session is designed to provide participants with a thorough understanding of the Violence Against Women Act (VAWA) and its compliance requirements in housing operations. Through interactive discussions and practical examples, participants will gain insights into the key provisions of VAWA, including tenant protections, notification requirements, and confidentiality obligations. Additionally, we will explore best practices for ensuring compliance with VAWA regulations and strategies for effectively addressing situations involving domestic violence, dating violence, sexual assault, and stalking in housing communities.

Don't miss this opportunity to enhance your knowledge of VAWA compliance obligations and strengthen your housing operations.

S6: **Creating a Baseline for Utility Allowance** - Join us for an informative session on "Creating a Baseline for Utility Allowances in Housing." This session is designed to provide participants with practical guidance on establishing utility allowance baselines in housing communities. Through interactive discussions and real-world examples, participants will learn essential steps and considerations for creating accurate utility allowance baselines. Topics covered include analyzing utility consumption data, evaluating utility costs, and determining appropriate allowances for residents. Additionally, we will explore strategies for ensuring compliance with regulatory requirements and promoting affordability for residents. Don't miss this opportunity to gain valuable insights into creating utility allowance baselines that support sustainable and equitable housing communities.

Maintenance Track

S4: **NSPIRE: Overview** – We will start this training with an explanation and understanding of an NSPIRE overview, final rules, scoring and differences between NSPIRE and UPCS.

S5: **NSPIRE: Fire Safety Deficiencies** – This session will be dedicated to fire safety deficiencies.

S6: **NSPIRE: Electrical Deficiencies & Preparing for Inspection** – As we conclude, we will discuss electrical deficiencies and how to successfully prepare for your HUD-NSPIRE inspection.