

Day 1 – May 20, 2025

Owner / Agent Track

S1: **National Update** – Join us for an informative 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 affordable housing.

S2: **State Agencies Update** – An informative session where representatives from key state agencies, including CTCAC, HCD and UFI, will provide crucial updates on compliance and regulatory issues affecting affordable housing programs. Don't miss this opportunity to engage with regulatory experts.

S3: **Legislative Update** – This session will provide a comprehensive update on current bills and legislation progresses 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. Don't miss this opportunity to stay abreast of legislative changes and their potential impact on your industry.

Service Coordinator Track

S1: **Family Caregivers in Affordable Housing: Making the Invisible, Visible** – According to a recent survey, there are about 53 million family caregivers to persons with dementia. This number is expected to increase because of the anticipated increase in people needing care in the community. However, most caregivers don't self-identify. This makes it harder to provide service and support for this population that often feels isolated and invisible. A family caregiver to someone with dementia often shows signs of physical and emotional exhaustion. They may appear anxious or stressed, frequently managing complex tasks like medication schedules and doctor's appointments. Often, they prioritize the person with dementia's well-being over their own, sometimes neglecting self-care. Offering support or simply acknowledging their efforts can provide comfort and assistance in their challenging role. This workshop will help you recognize the caregivers in your community.

S2: **Trauma-Informed Practices to Address Abuse & Build Resilience** – It is estimated that 1 in 10 older adults experience some form of abuse each year. Forms of mistreatment include physical, psychological, sexual, financial abuse, neglect and self-neglect. Resulting harms are significant, with medical mental health, economic, and social impacts. Trauma exposure is both a risk factor and consequence of abuse. Research suggests that almost 90% of American older adults have been exposed to at least one traumatic event during their lifetime. This trauma affects adults as they age as well as those who provide their care. To provide care for the growing population of older adults in the United States, it is essential to understand the role trauma in aging, abuse, and caregiving, and how person-centered, trauma-informed care (PCTI) can help. This session will address the prevalence, signs, and risk factors of abuse, and PCTI approaches to support diverse older adults with a history of trauma and their family caregivers.

S3: **How Service Coordinators Can Detect and Help Prevent Elder Abuse** – Elder abuse, neglect and financial exploitation are more common than most people think—but it can be identified, reported and prevented. Join this session for a refresher on identifying elder mistreatment and community resources for intervention. Case studies will demonstrate situations of heightened risk and protections that can help prevent mistreatment. We will also discuss ways that service coordinators, property management teams and retirement communities can work together to address abuse and raise awareness.

Supportive Housing Track

S1: **Supportive Housing & Homelessness 101** – This session is 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 session 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 session offers valuable insights and tools for supporting individuals experiencing homelessness.

S2: **Supporting the IDD Population in a Trauma-Informed & Resilient Way** – This 1.25-hour advanced workshop is designed for property staff and leadership across Los Angeles County who support residents with intellectual and developmental disabilities (IDD). Participants will deepen their understanding of trauma and resilience-informed strategies to enhance their support for residents. This training will focus on practical interventions to improve communication, apply strategies that support sensory needs, increase de-escalation, and leverage community resources. Additionally, it will strengthen the trauma-informed lens, build staff and resident resilience, and foster a greater sense of community.

S3: **Foundations of Motivational Interviewing and Stages of Change** – Description coming soon

Property Management Track

S1: **Preparing & Serving Legal Notices** – Are you confident in your ability to prepare and serve a legal notice correctly? Do you understand the justifications for issuing such a notice, and can you differentiate between the various notice periods (3, 10, 30, 60, and 90 days)? If you hesitate to answer any of these questions, this session is designed to provide you with the necessary knowledge.

S2: **REPEAT: Preparing & Serving Legal Notices** – Are you confident in your ability to prepare and serve a legal notice correctly? Do you understand the justifications for issuing such a notice, and can you differentiate between the various notice periods (3, 10, 30, 60, and 90 days)? If you hesitate to answer any of these questions, this session is designed to provide you with the necessary knowledge.

S3: Fair Housing Trends & Best Practices – Staying compliant with Fair Housing laws is essential for property management professionals, but keeping up with evolving regulations can be challenging. In this engaging session, we will cover key Fair Housing trends, legal updates, and best practices to help you mitigate risk and ensure compliance. You will gain insight into federal and state Fair Housing laws, recent HUD guidance, and real-world case examples of violations and penalties. We will also discuss how to properly respond to disability accommodation and modification requests, including assistive animals and mental health considerations. To strengthen your compliance strategies, we will explore common pitfalls, privacy considerations, and documentation best practices. Whether you're new to Fair Housing or looking for a refresher, this session will equip you with the essential knowledge to navigate Fair Housing with confidence!

Supervisor Track

S1: Handling Employee Reasonable Accommodations or Work-Related Restrictions – This course is specifically designed to equip supervisors with the knowledge and best practices necessary to effectively handle employee requests for reasonable accommodations and work-related restrictions. Supervisors will gain a deeper understanding of their responsibilities and be better prepared to navigate these sensitive situations in a manner that is compliant, supportive, and respectful of all employees.

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Tax Credit Compliance Track

S1: Tax Credit After HOTMA – This session will provide a comprehensive overview of the HOTMA regulations that CTCAC has adopted. We will delve into how these HOTMA changes impact the qualification criteria for applicants. Additionally, we will examine how these changes affect current residents.

S2: **Understanding the Average Income Test** – Whether you call it Average Income Test (AIT) or Income Averaging, understating this designation is crucial for managing your property effectively. This session will provide a comprehensive overview of AIT including its background, key principles, and practical implications.

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HUD COMPLIANCE TRACK

S1: **IC, UT, AR, IR....Are They Processed Timely?** – What are the effective dates of a termination? When should an IR be effective? This class is geared on how to process certifications in a timely manner.

S2: **How To Submit the Perfect Voucher** – In this session, you will learn what to look for in the monthly submission, what the requirements and guidelines are, and how to avoid mistakes.

S3: **Contract Renewal Packages, Contract Renewal Options, and RCS** – Chapter 9 of the Rent Comparability Studies (RCS) guide is part of the Section 8 Renewal Policy Guide by HUD. It provides detailed instructions on preparing and submitting rent comparability studies which are essential for estimating market rents for properties with Section 8 Project-based Rental Assistance contracts.

Maintenance Track

S1: **Fire & Water Restoration 101** – This session is designed for individuals interested in learning the essential skills and techniques needed to effectively address properties damaged by fire and water. Participants will gain a comprehensive understanding of the restoration process, including assessment, mitigation, and repair strategies. The course covers topics such as safety protocols, equipment usage, drying and dehumidification techniques, fire damage clean-up, and the importance of documentation.

S2: **Maintaining an Organized Shop** – The key to success of working efficiently is organization. In this course, we will review best practices and benefits of creating and maintaining an organized maintenance shop. No matter the size of your maintenance shop, keeping things nice and tidy, not only prevents injury, but it also reduces the chance of wasteful spending.

S3: **Crash Course for Water Heating** – Comprehensive overview of the water heating industry, including, equipment, troubleshooting, safety & liability, and current and upcoming regulations. All information is presented in an effort to help properties and tenants to be safe, save money and have reliable hot water.

Day 2 – May 21, 2025

Owner / Agent Track

S4: **HUD Multifamily Disaster** – Description coming soon

S5: **Terminating Employees & Cutting Down on Legal Battles After Termination** – This course offers supervisors tips on effective documentation practices throughout employment, ensuring preparedness for potential litigation following employee termination.

S6: **Grant Writing Opportunities** – Description coming soon

Service Coordinator Track

S4: **Recognizing Hoarding Tendencies** – This conference training session will equip Resident Service Coordinators with the knowledge and tools to identify and address hoarding behavior in older adults. Attendees will leave with an understanding of what constitutes hoarding, recognize the signs and symptoms of hoarding tendencies, identify risk factors and triggers in older adults, and learn effective and empathetic intervention strategies.

S5: **Bed Bugs & the Service Coordinator Role** – Everyone plays a pivotal role in addressing bedbug infestations in affordable senior housing communities. Responsibilities include education, coordination, and emotional support for residents while collaborating with property management and pest control professionals.

S6: **Developing & Delivering Effective Service Coordinator Programs: Best Practices** – Resident Service Programs, or service enriched housing, involve the integration of a social service system into the ongoing operations and management of affordable housing. The resulting supportive environment contributes to a stable resident population and decreased management costs. Secondary benefits include improved maintenance within apartments, improved relations between management and residents, and increased resident satisfaction. These benefits have resulted in protection of property values through improved unit maintenance, a more stable resident population, and the increased marketability of service enriched housing. By the end of this session, attendees will be able to identify best practices for developing and delivering effective service enriched supportive housing programs, have a succinct overview and step-by-step process to developing delivering and improving resident service programs and identify additional resources.

Supportive Housing Track

S4: **From Match to Move-In: Best Practices & Processes** – Description coming soon

S5: **Supporting Residents Who Have SMI / SUD** - This session will focus on evidence-based strategies to support housing stability for residents who have serious mental illness, substance use disorders, or co-occurring disorders. Strategies include harm reduction, trauma-informed engagement, overdose prevention, and eviction prevention. The session will include time for discussion and Q&A.

S6: **Permanent Supportive Housing (PSH) Learning Exchange: Supporting Property Management Staff through Engagement** - Property management staff at PSH sites have difficult roles. These frontline professionals face the dual challenge of managing housing operations while addressing the complex needs of residents who have transitioned from homelessness. Yet frequently, their chances to connect and engage with others in similar positions is limited. Instead, they are often left to navigate their challenges in silos, with only limited or unstructured opportunities to connect with colleagues .

In this session, we will introduce the PSH Learning Exchange: an innovative, property management-driven intervention designed to support staff in PSH settings. These learning exchanges bring together staff across our PSH portfolio, providing a space for them to share experiences, exchange feedback, and access valuable resources. By fostering peer-to-peer connections, the PSH Learning Exchange helps staff feel supported and aims to reduce feelings of isolation, in turn mitigating burnout.

The PSH Learning Exchange represents a proactive approach to meeting the challenges faced by property management staff in PSH. By providing a space for engagement, support, and professional development, this program not only improves staff well-being but also enhances the overall quality of service provided to residents

Property Management Track

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S5: **Property Inspections** – During this interactive session, we will discuss the new NSPIRE protocols and review common inspection findings and corrective actions. The session will include a brief presentation and a Q&A session.

S6: **VAWA Update** – This class will provide an overview of the protections under domestic violence with the updated changes since the last reauthorization of VAWA. This course will also review a Housing Provider's rights and obligations when an applicant or resident asserts their rights under VAWA.

Supervisor Track

S4: **HUD Multifamily Disaster** – Need description

S5: **Best Practices & Requirements of the Eviction Process** – This course will equip attendees with essential information on what is needed to start the eviction process, including the key documents required. It provides step-by-step guidance on preparing and serving a compliant Pay or Quit notice to avoid case defects. The session will also offer insights into requirements that differ from state regulations.

S6: **On-Site Managers – Best Practices, Pitfalls & What You Need to Know When You Have One** – California law requires every apartment building with 16 units or more have an on-site manager or “responsible person” living on site. This person is not an independent contractor. They must be an employee of the management company or property owner. There are many things to consider such as minimum wage and maximum rent plus insurance and withholding requirements. Are you handling these relationships correctly? Attorney Brittany McClintick, of Kimball, Tirey and St. John LLP will cover the on-site caretaker requirements in California for certain properties; the unique employment relationship that this position creates; how to properly compensate and charge rent; and the pitfalls employers face with on-site employees.

Tax Credit Compliance Track

S4: **How to Respond to State Audits** – Notice of Noncompliance with Internal Revenue Code Section 42! Now what? This session will cover how to respond when CTCAC sends your property a notice of noncompliance. This will include templates and guidance on what to send in response, and when to respond.

S5: **Tax Credit Income Calculations: Back to Basics** – This session will cover all of the basics to successfully calculate income for the LIHTC program. The intent of the course is to take it back to the fundamentals of the definition of income, income inclusions, exclusions, and the proper methodology of rent calculations for the LIHTC program. The course will be specific to CTCAC rules, and it will also review IRS Section 42 rules if operating in other states.

S6: **Tax Credit Asset Calculations** – This session will cover asset basics for the LIHTC program, covering specifically CTCAC requirements and expectations.

HUD Compliance Track

S4: **What is the 4350.3?** – Ever wonder why in affordable housing professionals always refer to the 4350 guide? This course is designed to provide a brief overview and understanding of the HUD Handbook 4350.3. With over 900 pages in this handbook, it can be overwhelming. The course will briefly discuss what the handbook is and how to properly use it as a guide in your day-to-day operations. Upon completion of this course, you will be equipped with a better understanding of how to properly navigate the handbook and know where to find guidance on some of the most heavily used practices in the industry.

S5: **Income, Assets & Expenses: How Do You Calculate?** – How does this all work? How do you incorporate HOTMA? Want to review different types of income, including earned income, unearned income and income from assets? What expenses do you count? All these questions and more, will be answered during this informative session.

S6: **EIV & Income Discrepancies** – What is the purpose of each report, where and when to access them, how to interpret them and where to file the reports. Learn how to resolve income discrepancies. How to alert a resident, investigate and how to correct them.

Maintenance Track

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S5: **Property Inspection** – During this interactive session, we will discuss the new NSPIRE protocols and review common inspection findings and corrective actions. The session will include a brief presentation and a Q&A session.

S6: **Balcony Inspection** – To ensure we're all aligned on Assembly Bill 871 (AB871), this training will cover AB871 and its requirements, balcony designs, and critical components. We will also review the inspection process, including EEs and their roles, the frequency of inspections, and the qualifications required to perform them. Finally, we will discuss reporting, repairs, and the correct repair processes.