



## The Nelrod Consortium Conference

March 7 - 9, 2018 • South Point Hotel • Las Vegas, NV

Topics, Schedule, and Events Subject to Change

# Class Descriptions

## Commissioner Training

### **Developing a Commissioner's Resource Manual** *(Thurs. 8:45am - 5:00pm)*

Every Agency should have a resource manual for their Board members. A good manual helps all members prepare for their position and provide consistency with board functions. Participants in the following four classes will learn how to assemble a usable Commissioner Resource Manual that contains information relevant to their agency. Also, these classes will briefly explain content of each document. Attendees of all four classes will receive a Certificate of Completion to document their training for HUD and other audits.

#### ***Part I: Terms, Acronyms, and Policy/Plan Requirements***

*How do your agency's FDS, PIC submissions, and CFP vacancies impact your PHAS score?*

If that question sounds like a foreign language...this class is for you! The Federal Government has more than its fair share of acronyms. In this class, you will learn the impact that a few little letters can mean to your Agency's funding and performance. Learn the language of acronyms in the Federal Housing industry and their purpose within the Agency's operations. Additionally, the instructor will cover which key policies and plans Commissioners need to know about.

#### ***Part II: Ten Legally Binding Documents and Agreements***

Designed for both new and experienced Commissioners, this class will walk attendees through key documents and agreements including, but not limited to, the Annual Contributions Contract, Articles of Incorporation, By-Laws, the Cooperation Agreement, and Depository Agreements. Commissioners will learn the "ins and outs" of each document/agreement.

#### ***Part III: Open Meetings, Open Records, Ethics, and Conflicts of Interest***

*As a Commissioner, would you know how to handle one of these issues at your Agency?* The Agency is known as a "governmental or public body" and is subject to comply with Open Meetings and Open Records requests. Pursuant to your state's law, this requires Agencies to make certain actions and business practices available to the public. Attendees will learn how to address these types of situations, as well as where the line between ethical behavior and conflicts of interest is drawn.

## Commissioner Training

### **Part IV: Financial Reports and Budgets for Commissioners**

Learn the essentials about Agency financial reports and budgets. Review how to identify where, and how, your Agency spends its funds. Gain an understanding of your Agency's operating costs and budget considerations. Additionally, learn how to spot red flags in financial reports so you know when to request additional information from your Executive Director.

### **The 9 Principles of Policy Governance** *(Fri. 10:15am – 11:45am)*

Learn these 9 proven principles that are utilized by hundreds of Public Housing and Section 8 Agency Boards across the country. These principles will help you understand the best way to function within federal, state and local regulations. You will gain an understanding of policy formulation and how to make decisions based on policy criteria.

## **Advanced Commissioner Training**

### **What Commissioners Need to Know About the Capital Fund Program** *(Wed. 1:15pm – 2:45pm)*

William C. (Bill) Thorson, a well-known expert on procurement and the Capital Fund Program, will provide commissioners with Capital Fund Program (CFP) information, including how CFP grants are calculated and how to get maximum funds available. Commissioners will learn what costs are eligible under CFP and what costs cannot be charged to the grant. They will also learn how to incorporate recommendations from the PHA's Physical Needs Assessment and Energy Audit into the Capital Fund Program. This knowledge will assist them in reviewing and approving the required Capital Fund Five-Year Plan and the subsequent annual plans.

### **What Commissioners Need to Know About Procurement** *(Wed. 3:00pm – 4:30pm)*

Can your Agency purchase meals for Board Meetings? This training class will provide commissioners with a basic review of proper procurement methods and procedures for Public Housing Agencies (PHAs). Also, learn how to carry out policy governance and fiduciary responsibilities by gaining an understanding of:

- Basic procurement administrative requirements
- Roles and responsibilities during the procurement process
- Basic procurement documentation requirements
- Identification of conflicts of interests that may be present during the procurement process

### **RAD Financial Overview for Commissioners** *(Fri. 8:30am – 10:00am)*

Jason Casterline, CPA, of Casterline Associates PC will provide an overview of the RAD program and how it works from a financial perspective. Jason will explain how the RAD program is funded, including rehab activity as well as ongoing operations. A comprehensive analysis of the two primary RAD options will be provided: Project Based Voucher (PBV) versus Project Based Rental Assistance (PBRA), along with the pros and cons of each. Additionally, other RAD program features will be reviewed.

## Executive Training

### Conversion from Public Housing to HUD Multifamily Rules

#### **Project-Based Rental Assistance (PBRA) and New Construction** *(Thurs. 8:45am – 3:00pm)*

Numerous Agencies have PBRA or New Construction developments these days. Many others are considering converting to these programs under RAD. This series of training classes will provide technical training to those already operating these programs, as well as giving insight to those who are considering voluntary conversion.

#### **Tenant Selection Plan (TSP) Development**

*If your Agency converted to PBRA, should you use the TSP from your old ACOP?* Some Agencies familiar with Public Housing believe they can use their ACOP as a Tenant Selection Plan. This approach is causing agencies to receive findings during their compliance reviews. Learn how to craft a Tenant Selection Plan for PBRA and New Construction that will be compliant and include the most current best practices for efficient operations. Receive a checklist to know the required contents, HUD suggested topics, and key procedures.

#### **Policies and Procedures for Pets/Assistance Animals and Required Use of EIV**

*Key policy differences between Multifamily and PH/S8 Programs.* HUD Multifamily regulations require separate policies for the above topics. Some of the requirements are different from Public Housing and Housing Choice Voucher programs. Participants of this class will learn how to develop these policies and procedures to protect your Agency from fair housing claims and lease disputes. In addition, learn how to protect your Agency from receiving HUD EIV Security penalties.

#### **Management Operations Review (MOR)**

During the past year, HUD started funding comprehensive offsite and onsite Management Operations Reviews (MOR). These reviews are performed by Contract Administrators and require up to 43 pages of forms to be completed. Learn how to be prepared, so when the MOR review light is bright, your PBRA or New Construction project will shine.

## Public Housing & Section 8 HCVP Training

#### **Creating and Updating the Applications for Admission & Recertification** *(Fri. 8:30am – 10:00am)*

*Is your Application Packet complete? Does it capture all needed information to determine eligibility/suitability? Are all documents required to be given to the applicant included in the Packet? Is the wording of your application compliant with current Fair Housing guidance?* Recent compliance and Fair Housing reviews have included findings specific to Agency applications. Learn what should be on the application and why that information is needed.

## Public Housing & Section 8 HCVP Training

### **Effective Interviewing Techniques** (Fri. 10:15am – 11:45am)

There's more to screening applicants and conducting re-exams than reviewing the application and software data. Recent OIG reports stress the importance of ensuring that eligible and suitable low-income families lease the correct size units and pay the correct amount of rent. This class will provide the techniques needed to conduct effective and in-depth interviews. A 30-page interview script will be provided electronically to participants. This script can be used as a guide for new staff and as a resource for how to word complicated and awkward questions so there is no perception of discrimination. Class topics include:

- Keys to Successful Interviews
- Types of Interviews
- How to Conduct the Interview
- Formulating Questions
- Analysis of Information Provided
- Interviewing Persons with Disabilities



### **HUD's New Family Reporting Software (FRS) (Waiting on HUD)** (Thurs. 8:45am – 10:15am)

Does your Agency need a simple but effective reporting software for PIC submissions? If so, this class is for you. HUD is pleased to announce they are releasing a vastly improved version of their Family Reporting Software (FRS). One of the main upgrades to the system is the cloud-based operation. This means it can be used and shared across all your reporting platforms. *No more single point of uploading data like before.* HUD officials will be on hand to demonstrate the new system as they introduce the audience to its improved features.

### **Public Housing/Section 8 Terminology and Acronyms** (Wed. 1:15pm – 2:45pm)

*A foundation for understanding the Public and Assisted Housing Industry.* In this class, participants will learn how to recognize the meaning of "letters" commonly used in place of words. The instructor will review key acronyms, what they mean, and other essential terminology used in the public and assisted housing programs. Topics include:

- Overview of HUD Programs
- General Terminology
- Acronyms and Terminology Specific to Public Housing
- Acronyms and Terminology Specific to HCVP
- HUD's Various Systems

### **Processing and Documenting Requests for Reasonable**

#### **Accommodations and Modifications** (Thurs. 1:45pm – 3:00pm)

*Do the **Right Thing the Right Way at the Right Time!*** We all know that making our housing programs accessible to persons with disabilities is the *right thing* to do. However, processing requests for reasonable modifications and accommodations can be cumbersome and complicated. This class provides simple step-by-step procedures for processing, documenting, tracking, and reporting requests. Topics covered include:

- Accommodations, Live-In Aides, Modifications – What is Reasonable?
- Requirements for Public Housing/Housing Choice Voucher Staff and Landlords
- How Requests May Be Made
- Procedures for Processing Requests
- Recording and Tracking
- Verification Procedures
- What To Do When You Can't Provide the Requested Accommodation or Modification
- Approvals and Denials
- Public Housing Reporting Requirements for Modification Requests
- HCVP Annual Verification Requirements

#### **Complex Rent Calculation Concepts** (Wed. 1:15pm – 4:30pm)

*Have you scratched your head so much over a rent calc issue you've started losing your hair?* Well this class is for you. Designed for those who have already completed a Rent Calculations course, participants will gain insight on recent changes. Interactive case studies are interspersed throughout the training to enhance understanding of the more complicated rent determination issues. Class content is subject to change as HUD issues HOTMA guidance.

In **Part I**, the focus will be on imputed welfare, offsets to imputed welfare, and procedures for processing minimum rent hardship exemption requests.

In **Part II**, the focus will be on mixed family pro-rated rents and understanding the difference between disability assistance expense deductions and medical deductions.

#### **Hearing Officer Guidelines: Procedures for an Effective Hearing** (Fri. 8:30am – 10:00am)

Few people like to deal with complaints and grievances. Unfortunately, it is a fact of life at every Agency. The individuals that oversee these issues at the Agency are called Hearing Officers. This class will address what Hearing Officers should be looking for when hearing a case. The instructor will also review who can be Hearing Officers and what documentation you should have in place before taking adverse actions. All attendees will receive a program-specific (PH or HCV) Hearing Officer Resource Guidebook electronically.



### **PIC/EIV – Before the Basics** (Thurs. 3:15pm – 5:00pm)

*Are you new to the PHA or have a new position requiring you to use PIC and EIV?* If so, this training is for you. In this class, the trainer will explain what PIC and EIV are, show you how to access the programs, define the roles that can be assigned, and walk you through the process of obtaining a user ID. She will provide an overview of how the PIC system works and how it interacts with HUD's Enterprise Verification System (EIV).

### **PIC Basics** (Fri. 8:30am – 10:00am)

*Is your agency prepared for an EIV review?* In this class, participants will learn the data entry pitfalls to avoid and how data entry errors should be reviewed to correct error reports. In addition, participants will learn how to use basic PIC and EIV reports to improve staff and agency performance. Topics covered include:

- How and When to Download Reports
- How to Use Reports as a Management Tool
- How to Correct Most Common Errors
- How to Use the Bad Debts and Deceased Tenant/Multiple Subsidy Modules
- PHA Policy on Monitoring EIV Reports – *Do you have one?*

### **PIC Error Corrections and Troubleshooting Workshop** (Fri. 10:15am – 11:45am)

This class will help relieve the frustration for those who submit and correct data in HUD's PIC system. Elizabeth (Beth) Campbell, the trainer for this class, uses these systems daily to monitor the accuracy of her Agency's data submissions. She will provide an overview of the PIC system and lead participants through the process of generating, reading, and interpreting key reports. Topics include:

- Shared Secrets on How to Read and Interpret Error Reports
- Explanations and Possible Causes of Warning and Fatal Errors
- Correcting PIC Errors Quickly – Which Errors You Should Correct First
- How to Efficiently and Effectively Solve Common Errors and Avoid them in the Future

Plan to attend this class and bring your puzzling error reports with you. The instructor will walk participants through the *real* world of error corrections.

## Public Housing (PH) Training

### **Capital Fund Basics** (Thurs. 8:45am – 5:00pm)

*Detailed Guidance on Implementing Capital Fund Program Requirements.* Instructed by Bill Thorson, these classes are designed to help public housing staff understand the requirements of the Capital Fund Program. The Training includes practical information and instruction for program compliance. This course is broken down into 4 classes. Those attending all 4 classes will receive a Certificate of Completion. If participants only need clarification in one or two areas, they are welcome to sit in on only those classes.

**Part I:** Background, Eligible and Ineligible Activities, and Cost Limits

**Part II:** Capital Planning, Annual Submission, and EPIC

**Part III:** CF Formula Calculation, Replacement Housing Factor, and Demolition/Disposition Transition funding (DDTF)

**Part IV:** General Program Requirements, Obligation, Expenditure, Budget Revision, and Closeout

### **How HUD Calculates Operating Subsidy** (Thurs. 10:30am – 12:00pm)

Taught by HUD REAC Washington DC Staff, this class will teach you how HUD calculates your Agency's Operating Subsidy. The instructor will review key reporting details of each database used to formulate Operating Subsidy and important dates of submission. By learning what HUD analyzes, you'll be able to focus on the essential reporting elements used to ensure your Agency gets the maximum funding possible.



### **Household Pet or Service Animal? How do you determine the difference?** (Fri. 10:15am – 11:45am)

This class will provide you the knowledge and resources to make the correct determination each time. Each participant will receive an Assistance Animal Flow Chart electronically. This chart outlines each step in the process to ensure you compliantly determine if an animal is a household pet or a service animal.

### **Conducting Effective Tenant Orientations** (Wed. 3:00pm – 4:30pm)

When problems arise with tenants, their first excuse is often "*Nobody told me that.*" Participants in this class will learn when orientations are the most effective and what should be covered in them. They will also learn how to put together comprehensive orientations and how to document the information provided. This will ensure the Agency has documentation that each participating family member was informed of his/her responsibilities.

## Section 8 HCVP Training

### **Housing Choice Voucher Tenant Briefings** (Fri. 8:30am – 10:00am)

When is the last time you reviewed your tenant briefing process? With all the technology available today, using more of it can result in quicker and more effective briefings. This class will review what **must** be covered in your tenant briefings, as well as provide suggestions on how to incorporate different types of media and technology into your tenant briefings.

### **Housing Choice Voucher Landlord Briefings** (Fri. 10:15am – 11:45am)

How do local landlords view your program? Owners and landlords think differently about your program than applicants. They have different interests and questions about your program. This class will help you identify these areas and how to address them for effective landlord recruitment.

With quality outreach and detailed preparation, your program can attract good landlords that will be encouraged to:

- Call you to participate with the program!
- Fill out RFTAs correctly!
- ~~Be willing to negotiate less rent!~~ *Maybe not this one, but we can dream.*

### **Uniform Physical Conditions Standards – Vouchers (UPCS-V)**

(Wed. 1:15pm – 4:30pm ~ Thurs. 8:45am – 5:00pm)

The UPCS-V demonstration training team describe UPCS-V as “*HQS on steroids*”! While the demonstration program will continue through 2018, REAC wants as many Section 8 inspectors as possible to see the most recent version of the software, walk through its use, and provide them with feedback for ways to improve it. This isn’t just “*lip service*”; they really want the software to be as complete as possible before its use is mandated, as evidenced by the continual updates and changes being made during the demonstrations. Participants in all 6 classes will receive a certificate of completion.



## General Interest Training

### **Required Postings and Documents that must be available for review** (Wed. 3:00pm – 4:30pm)

Have you checked the bulletin boards around your property offices lately? *Do you have at least 24 items available for review?* If not, you should attend this class to see where you may be out of compliance.

How and when do you make supporting documents for the PHA Plan available? What policies and documents are you required to post for tenant comments prior to consideration by the Board of Commissioners? Are there different time periods for notifications? Participants in this class will learn how to become and/or remain compliant with these requirements.

### **What’s Hot and What’s Not on the 2018 Drug Scene** (Wed. 1:15pm – 2:45pm)

Who’s going to be at the party? On the street, they may be called: *Charlie, Candy, Goop, Thunder, Snapper, Purple, Chat, Mellow Yellow, Sense, Beans, Buttons, Tina, Velvet, Hog, Bombay Blue* and *White Lightning*. They often run with some guys that hang around pharmacies, like *Schoolboy, Vickie, Chocolate Chip Cookies, Monkey, Roxy, Christmas Trees, Skippy*, and *LA Turnaround*. Would you recognize them if you saw them? (If you know them all, you’re running with the wrong crowd!) A Las Vegas Metropolitan Police Officer will provide a show and tell of current drugs and homemade paraphernalia so that you can recognize them when you see them in rental units.



## General Interest Training

### **New HUD Initiatives and Legislative Changes...Are You Ready?** (Thurs. 3:15pm – 5:00pm)

HOTMA? Affirmatively Furthering Fair Housing? Major changes to daily operations, as well as reporting requirements are anticipated in 2018. The instructor will review currently issued guidance related to Public Housing and Section 8 (including Project Based Vouchers) programs. Additionally, updates on current HUD demonstration programs and projected funding for these initiatives will be discussed.

### **Financial Management Training**

(Wed. 1:15pm – 4:30pm ~ Thurs. 8:45am – 5:00pm ~ Fri. 8:30am – 11:45am)

Presented by HUD Contractors, Moon Tran and Chris Kubacki, the following 8 classes cover financial management and monitoring. Based on the most common financial management deficiencies nationwide, attendees will learn how to identify financial risk factors and avoid them. Additionally, participants will take part in 'Learning Activities' that are planned throughout the training.



#### **Part I: Introduction to Financial Management**

The first class provides participants with basic information on the portfolio of housing authorities in the country; common financial management deficiencies as determined by independent public auditors (IPAs), HUD, and HUD's Office of Inspector General (OIG); and introduces the concept of financial management.

*Learning Activity – Identifying Financial Management Issues*

#### **Part II: PHA Operating Environment**

This class covers the financial environment that PHAs operate in; the importance of ethics in managing the programs; explains the concepts of waste, fraud, and abuse including HUD remedies for non-compliance; and key provisions in the Annual Contributions Contract (ACC).

*Learning Activity – Identifying Financial Management Risk Indicators*

#### **Part III: Eligible Uses of Funding**

Attendees of this class will learn which activities are allowed to be charged against the major federal funding sources (Operating Fund, Capital Fund, and Housing Choice Voucher) received by PHAs and discuss overall eligible costs, including cost allocation as determined by OMB.

#### **Part IV: Effective Internal Controls (Financial Policies and Procedures)**

The instructors will discuss the importance of the control environment, how to evaluate a PHA's control environment, and steps for creating a proper control environment. The class will also discuss various financial policies and procedures and the importance of tailoring the policy to your specific PHA.

*Learning Activity – Conducting a Risk Assessment and Creating Controls*

*Learning Activity – Identifying Control Weakness in Policies and Procedures*

#### **Part V: Operating and Capital Budgets**

This class covers the purpose and HUD's requirements for the Operating Budget, effective techniques of budgeting, the importance of documenting assumptions and initiatives in the budget process, steps in preparing an Operating Budget, and the relationship between the Operating and Capital Budgets.

*Learning Activity – Budget Review*

## General Interest Training

### **Part VI: Financial Statements and the Annual Audit**

Participants of this class will learn how to read Generally Accepted Accounting Principles (GAAP) financial statements. Additionally, this class cover the different audit types, audit coverage, managing the audit process, and auditor warning flags.

### **Part VII: Financial Monitoring**

Attendees of this class will gain insight on: 1) the financial reporting framework used by PHAs to account during the year (i.e., cash vs. GAAP-based transactions); 2) the monthly financial statements provided by fee accountant or finance and how these financial statements differ from year-end financial statements; 3) the types of reports a PHA should have available to them on a monthly basis (including those that a fee accountant would typically provide; and 4) metrics from monthly reports that PHAs can use as key performance indicators (KPIs).

*Learning Activity – Budget to Actual Review*

### **Part VIII: Financial Ratios, Monitoring Reports, and Management Tools**

This class introduces financial ratio and trend analysis; information on ratios used to evaluate the Public Housing and HCV programs including ratio results for the Texas portfolio. This session also provides recommendations on the information and monitoring reporting that should be included in the monthly board package. Also, a demonstration of the different financial management tools that will be made available by the field office for PHAs use and how the PHAs will be able to access the tools will be provided.

*Learning Activity – Improving Financial Performance*

## Maintenance/Property Mgmt. Training

### **Uniform Physical Conditions Standards (UPCS) (Wed. 1:15pm – 4:30pm ~ Thurs. 8:45am – 5:00pm)**

When UPCS was first introduced 20 years ago, many veteran public housing professionals were resistant to the change from using Housing Quality Standards for conducting inspections. Since its inception, REAC's guidance to HUD-contracted inspectors has evolved to make the system even more objective than its original format. The trainers who train and certify REAC-contracted inspectors will provide 6 training classes on the standards and inspection protocol. Those completing all 6 classes will receive a Certificate of Completion. Topics to be covered include:

- Introduction/REAC History/REAC Inspection Protocol
- Preparing for the REAC Inspection/Overview of Inspection Routine/Frequently Cited Deficiencies/Sample Sizes
- Overview of Industry Standard Notice with Examples/Compilation Bulletin (CB)
- Continuation of CB Review/Inspection of Electrical Devices
- Comprehensive Inspection Checklist (Paper inspection)/Free Online Training and Free Public Inspection Software
- Introduction and Overview of the Production Version of the 4.0 Inspection Software with Examples
- Continued: 4.0 Production Version of Software Overview
- Questions/Volunteering Properties for Inspection



## Maintenance/Property Mgmt. Training

### **Creating and Updating Maintenance Plans** *(Fri. 8:30am – 10:00am)*

The Maintenance Plan defines the “rules of the game.” An effective maintenance plan encompasses the total maintenance program and impacts the overall PHA performance. Topics to be discussed include the Maintenance Policy, Maintenance Strategy, Maintenance Program, Preventive Maintenance, Inspections, Time and Work Standards, and Safety. This course will show you how to transform an ordinary Maintenance Plan into a practical and productive Maintenance Tool.

### **Property Security: Key Changeout** *(Fri. 10:15am – 11:45am)*

Taught by fun and energetic maintenance professional, Charlie McCracken from Landlordlocks.com will review important property security and key changeout issues. Key security can be costly and difficult to monitor. For example, using commercial grade interchangeable core locks systems can allow you and your staff to have more control over key security. Additionally, a key lock system that you can change out within 5 seconds without the use of tools saves your Agency time and money. Thus, you get control and access while maintaining your lock system in house.

Please be sure to check [www.nelrod.com](http://www.nelrod.com) for registration details and the most up-to-date agenda.

Look forward to  
seeing you in Las Vegas!  
March – 7 – 9, 2018

