

All regularly scheduled webinars will begin at **10:30am Central Time.**  
(**11:30am** Eastern Time, **9:30am** Mountain Time, **8:30am** Pacific Time)

**Webinars include training presentations.**  
(Additional handouts provided when relevant)

Date	Subject/Lesson	Attendees	Description	Instructor
1/7/21	<b>Year-End Review and What's to come in 2021</b>	<b>PH &amp; HCV</b>	Another year has gone by and a lot of guidance has been issued. Tune in and make sure you didn't miss any changes affecting your day-to-day operations. The instructor will go through key 2020 federal registers and PIH notices and provide a review of pending releases for 2021.	Vicki Brower
1/14/21	<b>Housing Choice Voucher 101: Essentials for Success</b>	<b>HCV</b>	Learn about essential program areas that will help you build a solid foundation of HCV operational knowledge, such as SEMAP, Payment Standards, and Portability. Great cross-training opportunity for PH staff and an excellent orientation for new/temporary staff, receptionists, and board members.	Kati Gray
1/21/21	<b>Public Housing 101: Essentials for Success</b>	<b>PH</b>	Feeling overwhelmed with all the new information being thrown at you? Participants will learn essential program requirements, funding sources, and assessment criteria. Great cross-training opportunity for HCV staff and an excellent orientation for new/temporary staff, receptionists, and board members.	Janice Gibbons
1/28/21	<b>Income and Rent Calc 101: An Overview of the Rent Calculation Process</b>	<b>PH, HCV &amp; MF</b>	Learn the building blocks of the rent calculation process. Understanding these core concepts will greatly improve your ability to "flag" anomalies and address incorrect rents before PIC submission.	Jennifer Yochem
2/4/21	<b>Language Assistance Plan (LAP) - How to Know When You Need One</b>	<b>PH &amp; HCV</b>	When are you required to provide certain forms and documents for those with Limited English Proficiency (LEP)? Who can be an eligible interpreter for your applicants and program participants? Using a 4-Factor analysis, attendees will learn the numerical thresholds that require certain actions in providing assistance, documents, and services in alternative languages.	Tracy Edwards-Henson
2/11/21	<b>Increasing Productivity – Time Management Best Practices</b>	<b>PH &amp; HCV</b>	Setting goals is most often the best approach to conquering time management. In this webinar, you will learn the process for setting goals, and the skills needed to better manage your time.	Derek Antoine

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2/18/21	<b>Public Relations: Telling the Agency Story</b>	<b>PH &amp; HCV</b>	What would your initial response be if a member of the community asked you <i>“What do you actually do over there?”</i> How do you handle negative publicity? What should be on your Agency website? With a prepared list of talking points and a good Annual Report, you have a great opportunity to develop and improve relations with your Community and HUD. This webinar will cover simple public relations techniques to help promote your Agency.	Janice Gibbons
2/24/21 - 2/25/21	<b>21<sup>st</sup> Annual Nelrod Consortium Conference</b> <b>A Live Streaming Event</b> February 24 <sup>th</sup> -25 <sup>th</sup> , 2021 <i>40 PHA Training Sessions. Pick and Choose...Mix and Match to Meet Your Needs!</i>			
3/4/21	<b>The Strategic Planning Process</b>	<b>PH &amp; HCV</b>	The strategic planning process can be used in many ways – not just with your Board but also with staff and department heads. In this webinar, you will learn the elements of the Strategic Planning process, how to assess and analyze your current situation, components of a Strategic Plan, and guidance on implementing the plan.	Vicki Brower
3/11/21	<b>Section Eight Management Assessment Program (SEMAP) Certification</b>	<b>HCV</b>	You’ve collected the data, performed quality control, and certified your indicators. <i>You’re done, right?</i> Not just yet, the most important part is left...submitting your SEMAP Certification. These important steps and the time you have to complete them will be addressed in this webinar.	Heather Blough
3/18/21	<b>PH Grievance Hearing Preparation: What Case Managers Need to Do</b>	<b>PH</b>	The decision to terminate a family’s assistance does not come lightly. As a case manager, have you properly documented every issue that has led to this adverse action? Inadequate documentation and poor record keeping of relevant factors are the primary reasons terminations are overturned. Learn the steps involved in the grievance process and head into your next Grievance Hearing prepared with relevant regulations and proper documentation.	Kati Gray

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3/25/21	<b>New Clarifications for Section 18 Demolition/Disposition Applications</b>	<b>PH &amp; HCV</b>	Attendees will receive an overview of the HUD requirements for Section 18 Demolition/Disposition applications. HUD issued clarifications to the process in PIH Notice 2021-07 on January 19 <sup>th</sup> . The requirements agencies must meet to receive approval of the Demolition/Disposition application and Tenant Protection Vouchers will be reviewed.	Mark Vogeler
4/1/21	<b>Uniform Federal Accessibility Standards (UFAS)</b>	<b>Maintenance</b>	UFAS, Americans with Disabilities Act (ADA), and Fair Housing Act (FHA) - When does each standard apply? Learn the most common violations maintenance staff makes in providing reasonable modifications.	Janice Gibbons
4/8/21	<b>When Can You Deny an Assistance Animal?</b>	<b>PH</b>	Tenants with legitimate needs for assistance animals are often not taken seriously because of the abuse of this reasonable accommodation by tenants who simply want to avoid pet fees, deposits, and rules. In this webinar, you will learn when you can deny a request for an assistance animal and how to document the file to support your decision.	Jennifer Yochem
4/15/21	<b>Fair Housing Issues that should be addressed in Landlord Briefings</b>	<b>HCV</b>	The PHA may be held liable for landlord violations if they are aware or should have been aware of the violations and do not take corrective actions. While you may know what you can and cannot do with regards to Fair Housing, many of your HCVP landlords do not. This webinar will focus on educating your landlords on their responsibilities under Fair Housing and provide a review of the Fair Housing requirements in the HAP contract.	Kati Gray
4/22/21	<b>How to Avoid Allegations of Harassment and Bullying</b>	<b>PH &amp; HCV (applicable to management and maintenance staff)</b>	This webinar provides tips for staff in avoiding such allegations. The PHA is also liable if there is harassment or bullying between tenants and does not take corrective action. Guidance will be provided on how and when to conduct investigations if such claims arise.	Vicki Brower
4/29/21	<b>Watch Your Wording! How to Get the Information You Need Without Asking Discriminatory Questions</b>	<b>PH &amp; HCV</b>	This webinar provides effective techniques for obtaining needed information without violating Fair Housing laws. Learn when and how you can inquire about such things as disability, pregnancy, and gender.	Vicki Brower