DAY ONE

8:00  Registration
8:30  Welcome and Introductions
     Course Expectations
     Credentialing
     Learning Outcomes
     Chapter 1. The Regulatory Environment and Policy Development
     HUD’s Regulatory Environment
      HUD’s Website
      HUD Regulations
       • Learning Activity: Overcoming Obstacles
10:15  Break
10:30  Chapter 1. The Regulatory Environment and Policy Development (continued)
       The Administrative Plan
        Overview of Administrative Plan Requirements
        Mandatory and Discretionary References and Policies
         • Learning Activity: Key Policy Decision Areas
        PHA Policy Development
        Specific Steps for Policy Development
        Training on Policies
12:00  Lunch (on your own)
AGENDA

HCV PROGRAM MANAGEMENT

DAY ONE (continued)

1:00  Chapter 2. Managing Program Operations

Program Assessment Tool
  ▪ Using a Tool to Check Your Compliance and Systems

Program Knowledge for each Section
  ▪ Key Knowledge Topics and Knowledge Checks for Developing a Customized Learning Plan
  ▪ Suggestions and Tips

Waiting List Management, Selection and Eligibility
  ▪ Managing the Waiting List and Preferences
  ▪ Selection and Applicant Eligibility Pool
  ▪ Waiting List Audit Trail

Lease-up and Moves
  ▪ Voucher Issuance
  ▪ Leasing Process
  ▪ Rent Reasonableness Determinations

Learning Activity: Rent Reasonableness

2:30  Break

2:45  Annual Activities
  ▪ Annual Reexaminations
  ▪ Managing Workloads
    ▪ Learning Activity: Reexam Calendar
  ▪ Annual and Biennial Inspections

Terminations
  ▪ Termination References
  ▪ Mandatory Termination of Assistance
  ▪ PHA Authority: Denials and Terminations

Portability
  ▪ Responsibilities of the IHA and RHA
    ▪ Learning Activity: Portability Tracking Tool

5:00  End of Day One
AGENDA

HCV PROGRAM MANAGEMENT

DAY TWO

8:00  Chapter 3. HUD Systems
  - Detailed “How to” for HUD Systems

IMS-PIC
  - How PIC Works
  - PIC Submission
  - Correcting PIC Errors
  - Invalid Tenant IDs
  - Other Common Errors
  - Voids
  - PIC Reports
  - Ad Hoc Reports
    - Learning Activity: PIC Cases

10:15  Break

10:30  Enterprise Income Verification (EIV)
  - Purpose, Access and User Manual
  - EIV Reports
  - Multiple Subsidies and Case Study
  - Housing Composition Verification
  - Immigration Report
  - Deceased Tenants and Case Study
  - Income Discrepancy

12:00  Lunch
AGENDA

HCV PROGRAM MANAGEMENT

DAY TWO (continued)

1:00 Chapter 4. Your Money at Work
Financial and Funding
  • The Basics
  • Understanding Funding From the Manager’s Perspective
    • Maintaining Financial Stability
    • Tracking PUC and Additional Funding Factors
  • Calculate and Monitor Administrative Fees

Voucher Management System (VMS)
  • VMS Basics
  • Verification Tracking Categories
  • Reporting
  • Corrections

2:30 Chapter 5. Program Utilization
2:45 HUD Two-Year Forecasting Tool Overview
  • Accessing the Tool
  • Purpose and Function of the Tool
  • Walk-through of the Highlights of the Tool

5:00 End of Day Two
DAY THREE

8:00  Chapter 5. Program Utilization (continued)
Creating a Leasing Plan with HUD’s Two Year Tool
  ▪ Variables of a Leasing Plan for Projections
  ▪ Using the TYT for Program Utilization Problem Identification

10:15  Break

10:30  The 6 Step Process for Utilizing Money and Units
  ▪ Developing an Eligibility Success Rate Tool
    • Learning Activity: Calculating the Success Rate

12:00  Lunch (on your own)

1:00  Chapter 6. Beyond SEMAP (Section 8 Management Assessment Program)
  ▪ Overview of SEMAP and Score Calculation
  ▪ Learning Activity Determining Sample Size
  ▪ File Auditing and Documentation
  ▪ Self-Assessment: Selection from the Waiting List
  ▪ Self-Assessment: Reasonable Rent
  ▪ Self-Assessment: Adjusted Income
  ▪ Self-Assessment: Utility Allowance Schedule
  ▪ Self-Assessment: HQS Quality Control Inspections

2:30  Break

2:45  Chapter 6. Beyond SEMAP (Section 8 Management Assessment Program) (continued)
  ▪ Self-Assessment: HQS Enforcement
  ▪ Self-Assessment: Expanding Housing Opportunities
  ▪ Self-Assessment: Payment Standards
  ▪ HUD Indicators Scored Through PIC
  ▪ Lease-up Assessment
  ▪ Family Self-Sufficiency Assessment
  ▪ Deconcentration Bonus
  ▪ Additional Information
  ▪ Final Scoring Sheet

5:00  End of Day Three
DAY FOUR

8:00  Chapter 7. Quality Control
  ● Designing a QC Program
  ● Quality Control Decision Chart
  ● Internal Quality Control
    ● Learning Activity: Quality Control Methods
  ● Level of File Reviews and Tracking
  ● Communicating Results

10:15  Break

10:30  Planning Next Steps
  Study Session

12:00  Lunch (on your own)

1:00  Certification Exam

3:00  End of Exam