

AGENDA
HEARING OFFICER SPECIALIST
WEB TRAINING

DAY ONE

- 8:00 **Registration**
- 8:30 **Welcome and Overview**
- Introductions and Seminar Objectives
- 8:45 **Introduction**
- Purpose of Reviews and Hearings
 - Basic responsibilities of the Hearing Officer
- HUD Regulations Common to HCV and Public Housing Programs**
- Learning Activity
- HUD Regulations – HCV Program**
- § 982.554 Applicants
 - § 982.555 Participants
 - Learning Activity
- HUD Regulations – Public Housing**
- § 960.208 Applicants
 - 24 CFR Part 966 – Public Housing Lease and Grievance Procedures
 - Learning Activity
- 10:15 **Break**
- 10:30 **PHA Administrative Plan and ACOP**
- Case Study
- Hearing/Grievance Internal Processes**
- Learning Activity
- 12:00 **Lunch (on your own)**
- 1:00 **Coordinating Hearings**
- Reasonable Accommodation Requests**
- Working with the 504 Coordinator
- Working with Advocacy Groups**
- Learning Activity
- Program Elements Most Commonly Heard**
- Learning Activity - Scenarios
- 2:15 **Break**

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DAY ONE (CONTINUED)

- 2:30 **Preparing for the Hearing**
Conducting Orderly Hearings
- Preparation
 - Controlling the Hearing
- 5:00 **End of Day One**

DAY TWO

- 8:00 **Making and Writing Hearing Decisions**
- The Decision – Evidence
 - Timeliness, Precision, Clarity – and Citations
- Hearing Officers' Ongoing Education**
- Case Study – Learning Activity
- What Happens After the Hearing**
- The Participant's Rights
 - The PHA's Rights
- Case Studies**
- Group exercises
- 10:00 **Break**
- 10:15 **Case Studies (continued)**
- Make group decision with citation
 - Individual exercises
 - Review case, make decision with citation, explain decision
- 12:00 **Lunch (on your own)**
- 1:00 **Summary and Review**
- 1:45 **End of Seminar**

Certification Exam Available Online