



Nan McKay
AND ASSOCIATES, INC.

HCV Executive Management

An HCV Seminar

SEMINAR NUMBER: 101-025

Schedule

Day One: 8:00 A.M. Registration
Day Five: 8:30 A.M. End of seminar
11:30 P.M. End of exam

Materials

- HCV Executive Management Master Book
- HCV Executive Manager Workbook
- CD containing practical resources with spreadsheets and tools
- NMA bags, pencil, calculator, and pen

Certification Exam

A certification exam is available for \$150 unless otherwise stated on the order form

Delivery Method

A group-live seminar featuring PowerPoint, case studies, group discussion, class materials (workbook, course book or master book), brainstorming, and Q & A

Length

Five days

Audience

Executive directors, Section 8/HCV directors, Section 8/HCV supervisors, and analysts

Credits

CPE units w/ exam = 3.5 CEU units w/ exam = 2.9. This training requires prework. Intermediate program Level. Prerequisites: Basic knowledge of housing programs and management principles. Advanced Preparation: Completion of DiSC profile.

PURPOSE: Designed for commissioners, executive directors, HCV managers, and HCV supervisory staff, this completely redesigned course is the only one available that incorporates the nation's premier customer-focused federal change agent, the Baldrige Program. Baldrige developed the framework for performance excellence and manages the Malcolm Baldrige National Quality Award Program. NMA has developed this course incorporating the Baldrige approach into practical Housing Choice Voucher Program implementation. This class has been updated for VAWA 2013, the HERA final rule, and the 2014 appropriations implementation notice.

LEARNING OUTCOMES: Upon completion of HCV Executive Management, you should have the skills needed to accomplish agency objectives, spark staff motivation, and demonstrate effective leadership.

- Recognize the general structure of a PHA and the legal and regulatory framework in which it exists
- Explain mission, vision, and culture, and the organizational chart, and how they relate to your everyday work and decisions
- Design a strategy map for your HCV program
- Write and implement goals for the HCV department
- Discuss the implementation of a leadership system with your director or the board
- Select the most effective staffing model and caseload for your agency
- Implement the set-up and tracking of funding and fees
- Design, manage and improve work systems and work processes to deliver customer value and achieve organizational success. Write policy and procedures
- Create and implement a quality control program
- Tie performance measurement to performance standards
- Develop a problem response strategy and an implementation plan
- Implement the benefits of a flexible leadership style. Match your leadership style to the developmental level of the employee. Improve employee performance by utilizing the right amount of direction and support provided to employees

For more information about this class, please call us at **800.783.3100**, email sales@nanmckay.com, or visit our online store at nanmckay.com for current seminar locations and dates.

*All classes are subject to change. Please plan ahead by purchasing refundable airfare.



Nan McKay & Associates, Inc. has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, Nan McKay & Associates has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, Nan McKay & Associates is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.



Nan McKay & Associates, Inc. is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted.



HCV Executive Management

Seminar Registration Form

For more information about this class including current seminar locations and dates, please call us at **800.783.3100** email sales@nanmckay.com, or visit our online store at nanmckay.com

Seminar Schedule

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Registration Options

We are able to offer a reduced price for this class because it is being hosted by a local housing authority.

- Seminar Fee #101-025.....**\$1,100**
- In-class Certification Exam #100-025 (Included in registration fee) **OR**
- Online Certification Exam #12025-EXAM (Included in registration fee)

Seminar Dates and Locations

October 31-November 4 in Washington, DC
 Housing Choice Voucher Program
 District of Columbia Housing Authority
 1133 North Capitol Street NE, Suite 100
 Washington, DC 20002

Registration contact: Jason Lee
 Phone: (800) 783-3100 x146
 Email: jason@nanmckay.com

Hotel Recommendations

Hilton Garden Inn Washington DC/U.S. Capitol
 1225 First Street NE
 Washington, DC 20002
 Phone: (202) 408-4870

*Ask for government rate

Attendance Information

Print names as you would like the name to appear on the certificate.

- Please check here if you are disabled and require a specific accommodation in order to participate in this seminar. A form will be sent to process your request.

Attendee 1 Full Name: _____

Email Address (Required): _____

Attendee 2 Full Name: _____

Email Address (Required): _____

Attendee 3 Full Name: _____

Email Address (Required): _____

Attendee 4 Full Name: _____

Email Address (Required): _____

Please include a shipping address that is not a P.O. Box. We will ship you a plaque if you purchase and pass the certification exam for this seminar.

Agency: _____

Phone: _____ Fax: _____

Billing Address: _____

City: _____ State: ____ Zip: _____

Shipping Address (No P.O. Boxes): _____

City: _____ State: ____ Zip: _____

Payment Options

To register using a credit card or purchase order, fax a completed registration form to 619.258.5791. Make checks payable to Nan McKay & Associates, Inc. and mail the registration form(s) with your check to 1810 Gillespie Way, Suite 202, El Cajon, CA 92020. Payment must be received before registration can be confirmed. Please select one of the following payment options.

Order Total: _____

Purchase Order Number: _____

Check Payable to NMA Enclosed – Check #: _____

Charge my Credit Card: VISA Master Card American Express

Name on Credit Card: _____

Credit Card Number: _____

Security Code: _____ Expiration Date: _____ / _____

Authorized Signature (Please sign on the line below)

Policies

By registering for and attending this training, you agree that you will not copy, share, post, or otherwise disseminate training or exam materials, including but not limited to posting on the internet, internal network, shared drive, or other publicly accessible means of access. Unauthorized distribution of NMA materials may result in the loss of your certification and/or legal action. **Hotel Recommendations:** Please note that these are only recommendations. We also recommend asking for the government rate when booking rooms at any hotel. **Cancellations:** If you are unable to attend this seminar, you may send a substitute or receive a credit toward a future seminar, to be attended within a one-year period. If you are unable to attend, you must notify NMA in writing at least 60 calendar days prior to the start date of the seminar. If you do not notify NMA in writing, you are responsible for the entire registration fee. If you cancel less than 60 days prior to the start date of this seminar, a cancellation fee of \$150 will be assessed. Substitutions must be in writing on company letterhead with the seminar name, location and attendee name, and received by NMA prior to the seminar start date. NMA reserves the right to cancel a seminar at any time. If a seminar is canceled by NMA, registration fees will be refunded or credited in full. NMA is not responsible for airfare, lodging or other related expenses. Please plan ahead by purchasing refundable airfare. **Retaking Exams:** Exam retake options vary; call for details. You are permitted to fail an exam three times before you are required to retake the seminar. NMA reserves the right to change any policies or pricing at any time and in its sole discretion. For more information regarding refund, complaint and program cancellation policies, please contact our offices at 800.783.3100.