

AGENDA
HOUSING CHOICE VOUCHER EXECUTIVE MANAGEMENT
DAY ONE

- 8:00** **Welcome and Class Overview and Introduction**
 Chapter 1: Organizational Overview
- The Organizational Environment: Profile
 - Regulatory Environment: Congress, HUD, State and Local Government, OIG, Compliance and Performance
- 10:15** **Break**
- 10:30** **Chapter 1: Organizational Overview (continued)**
- Regulatory Environment: Congress, HUD, State and Local Government, OIG, Compliance and Performance (continued)
 - Learning Activity 1-1: Operational Challenges
 - Overview of Fair Housing Compliance
 - Role and Structure of the PHA: Board, Executive Director, and Senior Leaders
 - Learning Activity 1-2: Leadership Assessment
- 12:00** **Lunch (on your own)**
- 1:00** **Chapter 1: Organizational Overview (continued)**
- The Importance of the Organizational Chart
 - Mission, Vision, Goals for the HCV Department
 - Building a Culture of Excellence: Doing It Right Every Time
- 2:30** **Break**

AGENDA
HOUSING CHOICE VOUCHER EXECUTIVE MANAGEMENT
DAY ONE (continued)

- 2:45 Chapter 1: Organizational Overview (continued)**
- Building a Culture of Excellence: Doing It Right Every Time (continued)
 - Learning Activity 1-3: Agency Cultural Assessment Survey
 - Strategic Planning vs. Crisis Management
 - Strategy Map: A New Approach
 - Leadership Performance Systems: Your Key to Successful Management Transition
 - Fact-Based Decision Making, Ethics, Conflict of Interest
 - Learning Activity 1-5: Analyzing Your Leadership Performance System
- Chapter 1: Organizational Relationships**
- Organizational Relationships and Communication
 - Voice of the Customer
 - Writing Customer Surveys
 - Staff Relationships
 - Generations in the Workplace
- 5:00 Closing and Study Assignment**

AGENDA
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DAY TWO

- 8:00 Chapter 2: Workforce Management**
- The Future of Workforce Management
 - Technology Transforming PHAs
 - Workforce Capability: Workload Management
 - The Role of the HCV Manager
 - KSAs (Knowledge, Skills and Abilities)
 - Learning Activity 2-1 and 2-2: Personal Assessment and Customized Learning Plan
 - Workforce Capacity – Managing the HCV Specialist
 - Workload Weekly Supervisor Checkpoints
 - Workforce Management Framework
- 10:15 Break**
- 10:30 Chapter 2: Workforce Management (continued)**
- Caseload Assignment
 - How to Determine Staffing Needs
 - Learning Activity 2-3: Calculating Staffing Needs
 - Managing Caseloads and Workload
- 12:00 Lunch (on your own)**

AGENDA
HOUSING CHOICE VOUCHER EXECUTIVE MANAGEMENT
DAY TWO (continued)

- 1:00 Chapter 3: Effective Supervision**
- Hiring and Selection: The Right Person for the Right Job
 - Onboarding: Get Employees Up and Running the Right Way with a New Hire Pathway
 - Training: On-the-Job, Classroom, Online, Self-Study
- 2:30 Break**
- 2:45 Chapter 3: Effective Supervision (continued)**
- Performance Management – How to Achieve High Performance Results
 - Using Performance Standards and KPIs to Make Performance Evaluations Easy
 - Tracking KPIs
 - Creating Performance Incentives
 - Coaching Employees
 - A Common Workplace Challenge
 - Individual Development Plans for All Performers and Corrective Action Plans for Poor Performers
 - Termination of Poor Performers – Don't Let Them Become the Standard
 - Exit Interviews – Asking the Right Questions
- 5:00 Closing and Study Assignment**

AGENDA
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DAY THREE

- 8:00** **Chapter 4: Basic Financial Management and Program Utilization**
- Review of the Annual Contributions Contract, Funding Worksheet, and Terminology
 - Key Points of HAP Funding and Reserves
 - Cash Management Requirements and Shortfall Strategies
 - Reporting Requirements: VMS and e-VMS
 - Tracking Per Unit Costs and HAP
 - Using HUD's Dashboard
- 10:15** **Break**
- 10:30** **Chapter 4: Basic Financial Management and Program Utilization (continued)**
- Practical Application of HUD's Two-Year Tool with Update
- 12:00** **Lunch (on your own)**

AGENDA
HOUSING CHOICE VOUCHER EXECUTIVE MANAGEMENT
DAY THREE (continued)

- 1:00 Chapter 4: Basic Financial Management and Program Utilization (continued)**
- Practical Application of HUD's Tool of Tools
 - Shortfall Planning
 - Monitoring Your Funding
 - Administrative Fee Funding and Spending
 - Understanding Unrestricted Net Position
- 2:30 Break**
- 2:45 Chapter 3: Effective Supervision**
- Effective Communication
 - DiSC Profile: How Can I Communicate Effectively with My Boss and Staff? Learn How to Manage using Preferred Communication Styles
 - Learning Activity 3-3: Video Introduction to the Four DiSC Styles
 - My DiSC Style
 - Classical Patterns and Communication Strategies
- 5:00 Closing and Study Assignment**

AGENDA
HOUSING CHOICE VOUCHER EXECUTIVE MANAGEMENT
DAY FOUR

- 8:00** **Chapter 5. Operational Work Systems and Processes**
- Policies and Procedures
- Chapter 6: Quality Control**
- The Quality Control Cycle – Stop the Audit Findings!
 - Quality Control Planning
 - Designing an Effective QC Program: Key Program Indicators
 - Types of Quality Control
 - Conducting Quality Control: Approach and Tools
- 10:15** **Break**
- 10:30** **Production Performance Measurement**
- Leading and Lagging Indicators – How to Use Them
 - Learning Activity 6-2: Tracking Reexam Production (Usable for Any Function!)
 - Using Reports to Track Production
- Accuracy Measurement**
- Using Reports to Track Accuracy
 - Performance Improvement File Accuracy Checklist
 - PIC Error Report
 - Work Process Tools
- 12:00** **Lunch (on your own)**

AGENDA
HOUSING CHOICE VOUCHER EXECUTIVE MANAGEMENT
DAY FOUR (continued)

- 1:00 Chapter 7: Flexible Leadership – How to Be that Leader Everyone Wants to Be!**
- Learning Activity 7-1: Supervisory Styles – Which One's the Best?
 - Flexibility in Supervisory Styles
 - Directive and Supportive Behavior – Where's the Balance?
 - Learning Activity 7-2: Scoring – Part 1
- 2:30 Break**
- 2:45 Developing People – The Stages of Development**
- Using the Right Supervisory Style
 - Learning Activity 7-3: Scoring – Part 2
- 3:30 Chapter 6: Measurement and Analysis (continued)**
- Leading Through Change
 - Fact-Based Decision Making
 - Problem Solving
 - Learning Activity 6-4: Problem-Solving Case Studies
 - Takeaways and Implementation
- 5:00 Closing and Study Assignment**

AGENDA
HOUSING CHOICE VOUCHER EXECUTIVE MANAGEMENT
DAY FIVE

- 8:00** **Chapter 3: Effective Supervision**
 Time Management
 Teambuilding – Five Dysfunctions of a Team
 and the Ideal Team Player
- Learning Activity 3-9: Your Teams
 - Learning Activity 3-10: Team Analysis
 - Trust, Positive Team Conflict, Commitment, Accountability, Results
 - The Ideal Team Player Self-Assessment
- 10:15** **Break**
- 10:30** **Chapter 6: Measurement and Trends (continued)**
- Performance Trends and Results
 - SEMAP Improvement
 - HCV Program Assessment
 - Reports
 - Knowledge Management Technology
- Planning Next Steps – Successful Implementation Back Home**
- 12:00** **Lunch (on your own)**
- 1:00** **Individual Implementation Priorities**
 Closing and Test Information
- 3:00** **End of Course**

Credentialing Exam Available Online