

**AGENDA**  
*EFFECTIVE INTERVIEWING FOR PROGRAM INTEGRITY*

**DAY ONE**

- 8:00**      **Registration**
- 8:30**      **Introductions**  
**Learning Outcomes**  
**Course Introduction**
- The Art of Interviewing
  - Interviewing Competencies
  - Interviewing and RHIP
  - Interviewing Principles
- 10:00**      **Effective Tools for Communication**
- Role of the Interviewer
  - Well Trained Staff
- 10:15**      **Break**
- 10:30**      **Effective Tools for Communication (continued)**
- Physical and Interpersonal Environment
  - Listening vs. Hearing
  - Body Language
- Case Study**
- 12:00**      **Lunch (on your own)**
- 1:00**      **Effective Tools for Communication (continued)**
- Pacing
  - Questions as Interview Tools
  - Questions to Avoid
  - Question Sequencing
- Case Study**
- 2:30**      **Break**

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- 2:45**      **Effective Tools for Communication (continued)**
- The Interview Methodology
  - Interviewing vs. Reviewing
  - Eligibility Interviews vs. Annual Reexaminations
  - Preparing for the Interview
- 3:30**      **The 4 Phases of the Interview**
- The Transition
  - Information Gathering
  - Information Analysis
  - Closing the Interview
  - Resolving Discrepancies
  - Common Interviewing Mistakes
- Case Study**
- 5:00**      **End Day One**

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**DAY TWO**

- 8:00 Effective Data Collection Forms (Review)**
- PHA Application and Reexamination Forms
  - Primary and Secondary Questions
  - Questions About Income
- Learning Activity**
- 10:15 Break**
- 10:30 Interviewing Zero Income Families**
- Fair Housing Issues**
- Interviewing Persons with Disabilities
  - Limited English Proficiency (LEP)
- Group Learning Activity**
- 12:00 Lunch (on your own)**
- 1:00 Key Policies for Program Integrity**
- Program Violations vs. Fraud
  - Types of Program Violations
- Policies for Prevention**
- Policies For Detection**
- Sources for Fraud Referrals
  - Referrals
- 2:30 Break**
- 2:45 Policies to Documenting and Investigating**
- Case Study**
- Corrective Actions and Penalties**
- Certificates of Participation Awarded**
- 5:00 End of Seminar**