

AGENDA
HCV PROGRAM MANAGEMENT
WEB TRAINING

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 (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)**

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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 Chapter 2 (continued)**
- 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**

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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** **Chapter 3 (continued)**
- 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**

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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**

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DAY THREE

- 8:00 Chapter 5 (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. (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**

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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** **End of Seminar**

Certification Exam Available Online