

# Wednesday – July 26, 2023

\*\*\*All classes are 1 hour and 15 minutes long\*\*\*

## Compliance Track

### S1: EIV Fundamentals – Master Reports / Existing Tenant Search (HUD Multifamily System) –

Does EIV have you stumped? In this introductory EIV course, participants will be provided a concise overview of monthly and quarterly reports stored in the EIV Master File as well as the Existing Tenant Search. Learn when to print them, what they are telling us and where to store them. Example screenshots make this a superb class for visual learners! This fundamental class will give managers a clear summary of steps to ensure their tenant files and EIV Master File are organized and ready for assessment during an upcoming Management and Occupancy Review.

S2: **Understanding the HAP Voucher Process** – Whether you are submitting tenant and voucher files directly to HUD or to a Contract Administrator, there are important deadlines and steps each property manager must understand and follow to ensure their subsidy payments are received accurately and timely. During this session, Jenny will break this process down into easy to understand language to help participants differentiate between TRACS and iMAX, WASS IDs and iMAX IDs, do I send my tenant data or my voucher data first? What do the MAT and TRACS responses mean? Using real world examples, Jenny will show the group how TRACS "thinks" every night when processing files and teach the group how to use the TRACS Queries to improve the integrity of both their TRACS data and the EIV system information that depends on it.

S3: **Repayment Agreements & Special Claims** – Both of these topics could be a stand-alone session. So, in this advanced class, we will take a high-level look at both to familiarize the group with the process and the benefits of each. This session is designed for compliance staff that handle recertification processing within their TRACS compliance software that are tasked with attempting to recapture overpaid subsidy from households that failed to report all income in a timely manner. It is also designed for those professionals looking to recapture needed funds for properties with ongoing vacancy loss or significant amounts of write-offs resulting from resident balances left unpaid after move out. What do both of these topics have in common? The answer - both are optional techniques owners can consider recouping lost property funds. Join us for an informative session that will help you decide if either of these are options you should consider for your property and what resources you have available within your software to make the process efficient and worthwhile.

S4: **TRACS 203A** – With the now mandatory January 1, 2024 implementation deadline for HOTMA regulations, the coupled application of TRACS Version 203A is also a reality. The industry, particularly those completing PBRA RAD conversions, are excited to see enhancements included in this release. But, there are other changes that all Multifamily Owners must understand related to SSN reporting, expanded race and ethnicity reporting, and

subsidy repayment status reporting. During this summary session, Jenny will outline what changes end users of TRACS software will notice on the new 203A version and help participants develop a plan to adequately prepare for implementation. Note: While this session will incorporate some examples of how HOTMA changes prompted TRACS enhancements, it will not be an all-inclusive training for HOTMA.

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## Maintenance Track

S1 - 4: [REAC / NSPIRE](#) – Our instructor (one of the nation’s first REAC Certified Instructors) will educate you on every aspect of the NSPIRE)...including years’ worth of “tricks” and helpful tips on preparing for the REAC inspection. Everyone from the seasoned property manager to the newest maintenance mechanic will benefit from this course.

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## Resident Services Track

S1: [Mental Health Crisis Planning](#) – This session will provide basic information regarding mental health conditions and the behaviors associated with untreated mental health conditions and provide strategies for addressing such behaviors in independent living communities. Learn the importance of recognizing mental decompensation. Crisis planning tools will be provided.

S2: [Hidden Epidemic: Alcohol & Substance Abuse Among Older Adults](#) – Substance abuse, particularly of alcohol and prescription drugs, among adults 60 and older is one of the fastest growing health problems facing the country. Yet the situation remains underestimated, under identified, underdiagnosed, and undertreated. This training is designed to help attendees develop a basic understanding of substance abuse in older-adults and the importance of addressing the matter. Symptoms of substance abuse in older individuals sometimes mimic those of other medical and behavioral disorders, such as diabetes, dementia, and depression. Learn to properly identify symptoms of alcohol and substance abuse and how to apply effective treatment strategies.

S3: [Section 504 Fundamentals: Reasonable Accommodations & Fair Housing Guidelines](#) – Looking to enhance your awareness and knowledge regarding basic concepts of fair housing? In this class you will better understand Section 504 program requirements, learn to differentiate between pets and service animals, and perfect your reasonable accommodation policies & procedures.

S4: [Compassion Fatigue: Cultivating Work-Life Balance to Avoid Burn-out](#) - Stress is a natural and manageable part of life. Constant demands of professional and personal lives can lead to stress overload. Our stress levels have increased both at work and home, which makes it is even more important to make sure we engage in work-life balance. This presentation will review the different types of healthy and unhealthy stressors while also discussing strategies for dealing with stress to avoid compassion fatigue.