



# Session Descriptions

## Day 1 - Wednesday, July 24, 2024

### **Compliance Track:**

#### **New Managers Bootcamp (Sessions 1-4)**

Class Description: In this course we will review the overall process of property management, regardless of program type. Property Management involves a lot more than determining eligibility and certifications. As property managers, we are responsible for the financial viability of a multimillion-dollar asset, and the well-being of those who live there. This course is designed as a full overview of the life of a resident from marketing to move out.

### **Management Track:**

#### **HUD Disaster Management (Sessions 1&2)**

Class Description: In this comprehensive session on HUD Disaster Management, participants will explore the essential aspects of disaster preparedness, response, and recovery within the framework of the U.S. Department of Housing and Urban Development (HUD). This course is designed to provide professionals with the knowledge and skills needed to effectively manage and mitigate the impact of disasters on communities and housing infrastructures. Attendees will learn about HUD's role, key legislation, pre-disaster planning, coordination with agencies, and post-disaster recovery, through interactive discussions and practical exercises.

#### **Hot Topic: Evictions**

Class Description: Join us for an in-depth session on the pressing issue of evictions. This course offers a comprehensive overview of the eviction process, its impact on communities, and the evolving legal landscape surrounding tenant rights and landlord responsibilities. Key topics include recent changes in eviction laws, strategies for preventing evictions, and resources available for tenants and landlords. Through informative discussions and interactive activities, participants will gain a deeper understanding of the complexities of evictions and develop effective strategies to address and mitigate their effects.

## **Fair Housing**

Class Description: In this essential session on Fair Housing, participants will gain a thorough understanding of fair housing laws, principles, and practices crucial to housing management. The course covers key topics such as the Fair Housing Act, protected classes, identifying discriminatory practices, and implementing fair housing policies. Through engaging discussions and practical exercises, attendees will learn to ensure compliance with fair housing regulations and promote equitable treatment in housing. This session is ideal for housing professionals seeking to foster inclusive and diverse housing communities.

## **Maintenance Track:**

### **NSPIRE (Sessions 1-4)**

Class Description: The NSPIRE course provides comprehensive training on the new inspection protocol. Participants will learn about the three new inspection areas (Inside, Outside, and Units), understand the REAC NSPIRE scoring model, and compare UPCS and NSPIRE scoring. The course also covers using the NSPIRE Scoring Calculator, identifies deficiencies with a grace period starting 10/1/24, and clarifies which deficiencies do not affect scores. Additionally, attendees will learn about the number of sample units to be inspected and the highest-scoring deficiencies to avoid. This training is essential for staying compliant and maintaining high property standards.

## **Residents Services Track:**

### **Mental Health Crisis Planning**

Class Description: In this vital session on Mental Health Crisis Planning for Resident Services, participants will learn strategies to address mental health crises within housing communities. The course covers key topics such as identifying signs of mental health issues, developing crisis intervention plans, coordinating with mental health professionals, and using effective communication and de-escalation techniques. Through interactive discussions and practical exercises, attendees will gain valuable insights to support residents' well-being and create a supportive housing environment. This session is ideal for resident service coordinators, property managers, and housing professionals.

### **Hidden Epidemic: Alcohol and Substance Abuse Among Older Adults**

Class Description: In this crucial session on the hidden epidemic of alcohol and substance abuse among older adults, participants will explore the unique challenges and strategies for addressing this growing issue within housing communities. Key topics include recognizing signs of substance abuse, effective intervention and support strategies, coordinating with healthcare providers, and promoting healthy lifestyles. Through interactive discussions and practical exercises, attendees will gain valuable insights to support the well-being of older residents. This session is ideal for resident service coordinators, property managers, and housing professionals.

### **It's About Ethics: Creating and Maintaining Personal and Professional Boundaries**

Class Description: In this insightful session on creating and maintaining personal and professional boundaries, housing professionals will gain essential guidance on navigating ethical challenges. Topics include understanding the importance of boundaries, establishing clear policies for ethical conduct, and strategies for handling confidentiality and conflicts of interest. Through interactive discussions and practical scenarios, attendees will develop practical skills to uphold integrity and professionalism in housing management. This session is invaluable for resident service coordinators, property managers, and housing professionals aiming to foster respectful and ethical relationships in their roles.

### **Can't We All Get Along? Dealing with Difficult People and Difficult Situations**

Class Description: In this engaging session, housing professionals will gain practical strategies for managing difficult people and situations within housing environments. Topics include understanding diverse communication styles, techniques for conflict resolution and de-escalation, and building empathy to foster constructive dialogue. Through interactive discussions and role-playing exercises, attendees will develop skills to navigate challenging interactions with residents and stakeholders effectively. This session is essential for property managers, resident service coordinators, and housing professionals aiming to cultivate harmonious and supportive housing communities through enhanced interpersonal skills.

## **Day 2 - Thursday, July 25, 2024**

### **Compliance Track:**

**HOTMA (Sessions 1-4)**

Class Descriptions: This session on the Housing Opportunity Through Modernization Act (HOTMA) provides a comprehensive overview of key topics, including HOTMA's regulatory background, implementation schedule, and its impact on income, assets, and expenses. Participants will learn about phase-ins for health and medical expenses, and financial hardships for healthcare and childcare expenses. The session ensures attendees are well-informed and compliant with the latest HOTMA updates and changes.

### **Management Track:**

#### **HOTMA (Session 1-4)**

Class Description: This session on the Housing Opportunity Through Modernization Act (HOTMA) provides a comprehensive overview of key topics, including HOTMA's regulatory background, implementation schedule, and its impact on income, assets, and expenses. Participants will learn about phase-ins for health and medical expenses, and financial hardships for healthcare and childcare expenses. The session ensures attendees are well-informed and compliant with the latest HOTMA updates and changes.

### **Maintenance Track:**

#### **Safety in the Workspace**

Class Description: The Safety in the Workplace session ensures all employees, regardless of experience, understand company safety requirements and OSHA mandates. Participants will learn key elements including understanding company standards, OSHA 29 CFR 1910 requirements specific to the industry, legal responsibilities for a safe work environment, common hazards leading to incidents and claims, and the roles of employers and employees in maintaining safety. This training is essential for fostering a safe and compliant workplace.:

#### **Fire Protection & Prevention**

Class Description: The Fire Prevention and Protection session covers the essentials of fire safety at your site. Participants will learn key elements of an effective fire safety program, including understanding building fire systems, creating a fire safety action plan, the fire triangle, using fire extinguishers (P.A.S.S.), the RACE principle, and conducting fire alarms and drills. This comprehensive overview ensures participants are well-prepared to prevent and respond to fire emergencies.

#### **Slips, Trips & Falls: How to Prevent Them**

Class Description: Slips, trips, and falls are major causes of workplace incidents, but they are preventable. This session covers essential strategies to ensure workplace safety, including understanding OSHA regulations, identifying common hazards, ladder safety, working at heights, fall prevention techniques, and proper housekeeping. Participants will learn key elements to prevent these accidents, promoting a safer work environment for all employees.

### **Water Conservation & Efficiency**

Class Description: The session on the Importance of Water Conservation and Efficiency provides an overview of crucial water-saving measures in affordable housing communities. Participants will learn how to conserve water, fostering environmental and fiscal responsibility. Key learning outcomes include implementing water conservation principles, creating partnerships between owners, managers, and residents, performing water assessments to benchmark usage, documenting and monitoring conservation measures, and utilizing tools like Energy Star® criteria and the U.S. EPA Portfolio Manager for effective water management. This session empowers participants to conserve this vital resource and enhance sustainability in their communities.

### **Residents Services Track:**

#### **Dementia Care Overview**

Class Description: This session, Dementia Care Overview for Resident Services, equips housing professionals with essential knowledge and practical strategies to support residents living with dementia. Topics include understanding dementia types and stages, recognizing symptoms and behavioral patterns, and creating dementia-friendly environments. Participants will also learn person-centered care approaches, effective communication strategies, and collaboration with healthcare providers and families. Through interactive discussions and case studies, attendees will gain practical skills to enhance the quality of life and support for residents with dementia in housing communities. Ideal for resident service coordinators and property managers, this session aims to foster a compassionate and inclusive environment for residents with dementia.

#### **Healthy Aging**

Class Description: In this session on Healthy Aging, participants will explore essential strategies for maintaining well-being and vitality as they age. Topics include nutritional guidelines, tailored exercise routines, cognitive health strategies, and the importance of

social engagement. Attendees will also learn about preventive healthcare measures, managing chronic conditions, and accessing support resources. Through interactive discussions, attendees will gain practical insights to enhance their quality of life and promote longevity. This session is ideal for older adults, caregivers, and healthcare professionals seeking to empower themselves or others with tools for healthy aging.

### **Understanding and Responding to Dementia Related Behaviors and Effective Communication Strategies**

Class Description: This session on Understanding and Responding to Dementia-Related Behaviors and Effective Communication Strategies provides caregivers and professionals with practical skills to support individuals with dementia. Topics include recognizing behavioral triggers, managing challenging behaviors with empathy, and employing effective communication techniques. Through interactive learning and practical scenarios, participants gain valuable insights to enhance caregiving practices and promote a supportive environment for dementia patients. Ideal for caregivers and healthcare professionals, this session equips attendees with essential tools to improve the quality of life and care for individuals affected by dementia.

### **Fair Housing for Service Coordinators/Social Service Staff**

Class Description: This session on Fair Housing for Service Coordinators/Social Service Staff offers essential guidance on navigating fair housing laws and practices. Participants will gain insights into the Fair Housing Act, responsibilities in promoting fair housing, strategies for addressing discrimination, and practical approaches to handling complaints. Through interactive learning and case studies, attendees will develop skills to ensure equitable treatment and inclusivity in housing services. Ideal for service coordinators and social service staff, this session equips professionals to uphold fair housing principles effectively in their roles.