



# Public Housing Management

REGISTRATION BEGINS ON 5/25/11!



CLICK TO WATCH PREVIEW

COMPARE THE COSTS				
Certification <i>(Price per student)</i>	Average Price Offsite <i>(includes fee, travel, lodging)</i>	Your Costs <i>on HTVN</i>	Savings <i>(offsite vs. HTVN)</i>	Send 4 <i>You save</i>
<b>PHM</b>				
<b>HTVN Subscriber</b>	\$2,500	<b>\$525</b>	\$1,975	\$7,900
<b>Non-Subscriber</b>	\$2,500	<b>\$795</b>	\$1,705	\$6,820

**Instructor:** Patti Zatarian-Menard

Patti Zatarian-Menard has been a Nan McKay (NMA) instructor for nine years, conducting classes in public housing management, FSS, commissioners, interviewing, and fraud prevention. Ms. Menard has worked in the subsidized housing industry for almost 20 years, and was Resident Services Manager and Public Housing Manager at the San Diego Housing Commission. Ms. Menard has a Bachelor of Arts and is a Master of Arts candidate from San Diego State University.

**Level:** Advanced • **Curriculum:** Public Housing • **Length:** 19 hours/15 minutes • **CEUs:** 1.9

**Completion time:** The average time to complete PHM which includes viewing all classes, taking quizzes, and doing workbook assignments, is about 27 hours. Allow additional time for non-class activity which includes studying for the exam.

**Dates:** 5/25 to 8/26/11 (*registrations accepted until 7/8/11*)  
9/14 to 12/23/11 (*registrations accepted until 11/4/11*)

**Fee Includes:** PHM Master Book and workbook, online exam, trainer support, and certificate.

**Who Should Attend:** Asset managers, property managers, occupancy specialists, and public housing supervisors

**Learning Outcomes:**

- Demonstrate a knowledge of the public housing structure.
- Apply HUD requirements, from fair housing to public housing programs.
- Recognize factors of eligibility and how they affect families.
- Discuss tenant selection as it applies to the application process and the waiting list.
- Calculate rent in accordance with 24 CFR and individual agency policy.
- Illustrate the leasing cycle from orientation to move-in.
- Explain the occupancy cycle.
- Implement resident relation strategies to encourage self-sufficiency.
- Describe key elements in managing projects, budgets, and accounts.
- Determine key components of property management.
- Review the role of PHAS as a management tool.
- Analyze the HUD monitoring system.
- Identify the key elements in managing a staff.

## CONSIDER THE BENEFITS

<b>With HTVN, managers can:</b>	<b>With HTVN, students can:</b>
<ul style="list-style-type: none"> <li>Plan their staff's professional development using HTVN's curriculums and learning paths.</li> <li>Assign classes and measure their staff's progress using automated testing and student reports.</li> <li>Create customized learning paths from over 280 HTVN classes.</li> <li>Schedule internal/external training using HTVN's interface.</li> <li>Obtain reports and student transcripts easily.</li> <li>Provide their staff access to the industry's best trainers and certifications.</li> <li>Compile reports for senior management and the board showing how they invested in their staff's performance and development.</li> </ul>	<ul style="list-style-type: none"> <li>Acquire skills in specific industry-recognized disciplines.</li> <li>Achieve their career goals and track their personal progress from detailed reports.</li> <li>Complete their agency's mandatory training without leaving the office.</li> <li>View their transcripts, grades, start and completion dates.</li> <li>Earn housing certifications, designations and CEUs from the industry's most respected instructors.</li> <li>Enhance their knowledge and understanding of the housing industry.</li> <li>Attend classes conveniently at work or home without travel costs or time away.</li> </ul>

### Topics

### Length

1. Roles and Responsibilities	1 hour
2. Organization and Administration of PHAs	1 hour
3. Nondiscrimination	1 hour
4. Application Process and Eligibility Factors	1 hour
5. Wait List Management and Occupancy Standards	45 minutes
6. Tenant Selection	1 hour
7. Income Verifications	35 minutes
8. Annual Income	35 minutes
9. Income Exclusions	45 minutes
10. Assets and Asset Income	45 minutes
11. Adjusted Income	35 minutes
12. Rent Calculation	45 minutes
13. Lease-up and Lease Requirements	30 minutes
14. More Lease Requirements	30 minutes
15. Pets in Public Housing	40 minutes
16. Continued Occupancy	20 minutes
17. Terminations	1 hour / 10 minutes
18. Grievance Procedures	20 minutes
19. Resident Relations and Self-Sufficiency	40 minutes
20. Introduction to Project-based Budgeting	20 minutes
21. Per Unit Month (PUM) Calculation	20 minutes
22. Developing a Budget Process	25 minutes
23. Determining Project Income and Expenses	30 minutes
24. Property Services	30 minutes
25. Central Office Cost Center (COCC)	25 minutes
26. Monitoring and Revising the Budget	30 minutes
27. Property Management	1 hour / 15 minutes
28. Public Housing Assessment System	1 hour
29. Managing Staff	35 minutes

Actual Time = 19 hours / 15 minutes

**Questions?** Contact **HTVN** at **(800) 873 - 0242** ext. 270 or ext. 423 ◦ NMA at **(800) 783 - 3100**



One Partnership, Infinite Possibilities

## **FREQUENTLY ASKED QUESTIONS ABOUT PHM**

### **Information on PHM**

#### **How is this PHM different than NMA's week-long course?**

The content is the same as NMA's open enrollment.

#### **Can students watch classes in a group setting?**

Students that view the certification in a group format – 1 student logs in and everybody watches it on a projector/large screen TV etc. – WILL NOT RECEIVE CREDIT. A student needs to be logged in individually and watch every class in its entirety,

#### **Can I ask questions?**

A SME (subject matter expert) from NMA will be available through email and will maintain a FAQ board for each class. Answers will be available in a FAQ document, which will be posted online for PHM students to access. It will be updated depending on the amount and variety of questions asked.

#### **When can I attend classes?**

Once you have been approved for payment, you can watch PHM from any computer 24/7. Classes should be watched sequentially because content builds on the class before. Each individual student must log in and watch the courses in their entirety.

#### **What happens if I don't complete PHM in the time allotted?**

You will have to take it again and thus, pay the full price again. It's best to register early as it allows you ample time to watch the classes and study for the exam. PHM is like a college course and you need to be committed to complete it in the time allowed. If you don't think you'll have the time to complete PHM, it would be best to register for the next PHM time allotment that works best with your schedule.

### **Class fee and materials**

#### **What is the cost?**

HTVN subscribers pay \$525 per student: non-subscribers pay \$795 per student.

#### **What's included in the fee?**

Elearning video segments, Master Guide (shipped by NMA after payment has been approved), downloadable workbook for each class (PDFs), online quizzes and final exam, trainer support for questions, and certificate in a presentation plaque sent by NMA. (Allow four to six weeks for delivery.)

#### **What types of payments are accepted?**

HTVN accepts payment by credit card or check. If you are paying by check, please allow two (2) weeks for payment approval. If you're paying with a credit card, approval is immediate.

#### **Can the seminar be paid for in advance?**

Yes, by purchasing 'licenses'. First sign in to HTVN. (Refer to, "How to Register" on page 5.) Click on "My licenses," and then on "Purchase license". You'll see the certifications listed. Input the number of students for the certification, and follow the instructions for an offline purchase (check) or credit card. You will be emailed an invoice if paying by check (offline purchase), or you will be asked for your credit card information.

Once licenses have been purchased, then return to "My licenses screen." Each license is listed with a promo code. Distribute a code to each student. When the student registers, he/she would use the assigned code (in the payment section) under, "Redeem a coupon." They would click "Validate" then "Complete purchase." The student can then access the seminar. (Although a course is pre-paid, a student can't access it before the actual start date.)

## **Exam and certificate**

### **How do I access the exam?**

Once you have completed all the coursework, you can access the exam online. Before you can access the exam you will need to complete a form identifying the proctor, and that person must be present with you throughout the exam. If the proctor is not present, your exam will be considered invalid. (NMA will be conducting random audits to ensure that proctors are present when students are taking the exam.)

### **How long will it take to complete the exam?**

You will have three hours to complete the exam and are allowed three (3) attempts.

### **How many questions are on the exam? Can I change answers before its submitted?**

There are 175 questions on the exam. Any answer can be changed up to when you click the final "Submit" button. At that point, a dialog box is displayed letting you know you're about to submit it.

### **What is the passing grade?**

70% is the passing grade and exams are scored as soon as they are submitted.

### **Will I receive a certificate and when?**

You will receive an official presentation plaque (wood/chrome) from NMA. You can download from HTVN a class completion certificate. Please allow four (4) to six (6) weeks for delivery.

## **Registration**

### **How do I register?**

If this is your first time using HTVN, you will need to create a student account at <http://htvn.maplelearn.com> Once it's created, you will sign in with your email address and password, then click the PHM graphic to register.

*(Note: If you are paying by check, you cannot access PHM until payment has been received and approved. If paying by credit card, approval is immediate.)*

## **Technical issues**

### **What if I have a technical problem?**

You'll find a FAQ document on HTVN's website, which addresses technical issues and troubleshooting. You can also email any issues to the HTVN support staff. (*Contact info is listed on page 6.*)

## HOW TO REGISTER

### Creating a student account

To attend an HTVN class, you will first need to create a student account, which you will do once.

1. In your Internet Explorer Browser, go to <http://htvn.maplelearn.com> This will bring you to HTVN's home page.
2. In the top right-hand corner, click on **Create an Account**.
  - This will open a page called **Registration**. Complete the form.
  - Hit **Save** when you are done. (NOTE: If you haven't completed all the required fields - they have an asterisk "\*" next to them – you will be prompted to do so.)
  - An "OK" will be displayed indicating your account has been successfully created.
3. Go back to the home page. Featured programs are listed on the front. Programs by discipline (i.e. Human Resources, Public Housing, etc.) are listed in the blue bar at the top of the page. In this bar is Catalog Search, which lists all available programs.

**NOTE:** Once you create an account, all you need to do to access an HTVN class is simply to sign in with your email and password.

### How to sign in (after you have set-up your account)

Once you've created your account, you will simply sign in using your email address and password.

1. Go to <http://htvn.maplelearn.com>
2. In the top right-high corner, type in your **Email Address** and **Password** in the boxes provided. This is the information that you first entered when you set-up your student account.
3. Hit **Sign In**. HTVN's home page will be displayed. If you forget your password, click on **Forgot your password?** and enter your email address. Your password will be emailed to you.

**CONTACT INFORMATION**  
(for HTVN and HAI Group)

For information about registrations, HTVN programming, becoming a subscriber, payments, mailings, seminar details or technical issues, contact HTVN at [800-873-0242](tel:800-873-0242)

**General seminar information and HTVN**

For general information about HTVN, the seminar and other logistics regarding online training, contact:

- Brian Robinson at ext. [270](tel:270) or [brobinson@housingcenter.com](mailto:brobinson@housingcenter.com)
- Nancy Quiles at ext. [423](tel:423) or [NQuiles@housingcenter.com](mailto:NQuiles@housingcenter.com)

**HTVN programming**

For information regarding programs, certifications, instructors, and catalogs, contact:

- Jackie Biega at ext. [220](tel:220) or [JBiega@housingcenter.com](mailto:JBiega@housingcenter.com)

**Becoming an HTVN subscriber**

For information on how to become an HTVN subscriber, contact:

- Brian Robinson at ext. [800-873-0242](tel:8008730242) or [brobinson@housingcenter.com](mailto:brobinson@housingcenter.com)

**HAI Group's homepage and using HTVN**

For information on how to navigate the HAI Group's homepage, and risk control services, contact:

- Stan Gornicz at ext. [455](tel:455) or [SGornicz@housingcenter.com](mailto:SGornicz@housingcenter.com)

**Mailing List and Catalogs**

For information on receiving a catalog, announcements, and subscription renewals, contact:

- Paula Shemchuk at ext. [210](tel:210) or [PShemchuk@housingcenter.com](mailto:PShemchuk@housingcenter.com)

**Technical Issues**

For general help desk issues and technical support for online classes, contact:

- [HTVNSupport@housingcenter.com](mailto:HTVNSupport@housingcenter.com)

**NOTE:** HTVN and HAI Group contacts are available Monday thru Friday from 8:00 AM to 5:30 PM (EST).