



One Partnership, Infinite Possibilities...
Nan McKay & HTVN

A part of HAI Group family affiliates

Register for classes at
<http://htvn.maplelearn.com>
 (800) 873-0242



CLICK TO WATCH PREVIEW

Public Housing Management (PHM) Certification!

Nan McKay & Associates and HTVN have teamed together to provide a PHM certification online.

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>
PHM				
HTVN Subscriber	\$2,500	\$525	\$1,975	\$7,900
Non-Subscriber	\$2,500	\$795	\$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 of all classes:** 21.5 hours • **CEUs:** 2.2

Completion time: The average viewing time for PHM, which includes watching and reviewing classes plus taking the quizzes, equals about 27 hours. Allow three hours to complete the exam and additional time for non-class activity, including studying and completing workbook assignments.

Dates: 8/4 to 10/8/10 (*registrations accepted until 9/10/10*)
 10/27 to 1/14/11 (*registrations accepted until 12/10/10*)

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

Who Should Attend: New directors or asset managers, and all property managers.

Learning Outcomes:

- Demonstrate knowledge of basic public housing program structure and information.
- Apply HUD requirements regarding fair housing to public housing programs.
- Recognize factors of eligibility and how they affect families when they apply to the PHA.
- Discuss tenant selection as it applies to the application and removal from the waiting list.
- Calculate rent in accordance with 24 CFR and individual PHA policy.
- Enforce the lease from orientation to move-in.
- Discuss the occupancy cycle as it relates to public housing.
- Use resident relation strategies to encourage self-sufficiency.
- Understand key elements of managing projects, budgets, and accounts.
- Determine key components of property management.
- Discuss the role of PHAS as a management tool and the HUD monitoring system.
- Identify the key elements of managing a staff.

CONSIDER THE BENEFITS

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

Topics

Length

1. Roles and Responsibilities	1 hour / 15 minutes
2. Organization and Administration of PHAs	1 hour
3. Nondiscrimination	1 hour / 30 minutes
4. Application Process and Eligibility Factors	1 hour
5. Wait List Management and Occupancy Standards	1 hour
6. Tenant Selection	1 hour
7. Income Verifications	20 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	50 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 / 15 minutes
29. Managing Staff	35 minutes

Actual Time = 21 hours / 45 minutes

Questions? Contact **HTVN** at **(800) 873 - 0242** ext. 639 or ext. 423 or **NMA** at **(800) 783 - 3100**



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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 I ask questions?

A SME (subject matter expert) from NMA will be available through email and will maintain an FAQ board for each class. Answers will be available in an 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.

How many students can attend at any one time?

There's no limit on the numbers of students from any agency who can attend PHM online.

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 in completing 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?

A hardcopy binder called a Master Book, which will be sent from NMA and a PHM workbook, which can be downloaded from HTVN for each class. There is also an online exam, trainer support for questions, certificate in a presentation plaque. The certificate, which is in a presentation frame, will be sent to you from NMA. *(Note: The Master Guide will be sent to you once payment has been approved.)*

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.

Exam and certificate

Is the exam online?

Yes, the exam can be taken online and will be administered by NMA. Once you complete the training portion, NMA will contact you to schedule a date and time to take the exam. You will have three hours to complete the exam and are allowed three (3) retakes.

Can I change answers while taking the exam?

Yes, any answer can be changed up to when you click the final "Submit" button. At that point, a dialog box is displayed and lets you know you're about to submit your exam.

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 contact or 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)

Questions about PHM

For information on registration, payment, billing, and seminar details, contact HTVN at 800-873-0242:

- Lori Luponio at ext. 639 or LLuponio@housingcenter.com
- Nancy Quiles at ext. 423 or NQuiles@housingcenter.com
- Mike Patenaude at ext. 628 or MPatenaude@housingcenter.com
- Greg Shpak at ext. 476 or GShpak@housingcenter.com
- Ken Merrifield at ext. 262 or KMerrifield@housingcenter.com

About HTVN Programming

For information regarding programs, certifications, upcoming classes, instructors, and schedules catalogs, contact Jackie Biega:

JBiega@housingcenter.com • 800-873-0242 ext. 220

Becoming a Subscriber

For information on how to become a subscriber, contact Lori Luponio:

LLuponio@housingcenter.com • 800-873-0242 ext. 639

About HAI Group's Homepage and Using HTVN

For information on how to navigate the HAI Group's homepage, risk control services, and obtaining your student record, contact Stan Gornicz:

SGornicz@housingcenter.com • 800-873-0242 ext. 455

Mailing List and Catalogs

To receive a catalog and other information, contact Paula Shemchuk:

PShemchuk@housingcenter.com • 800-873-0242 ext. 210

Technical Issues

For technical issues, contact HTVN's support at 800-873-0242:

- Jay Dantscher at ext. 439 or JDantscher@housingcenter.com
- Scott Owens at ext. 454 or SOwens@housingcenter.com
- Patrick Sullivan at ext. 444 or PSullivan@housingcenter.com

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