DEAR FELLOW HOUSING PROFESSIONAL,

I’m pleased to send you HAI Group’s 2020 HTVN Training Catalog. Along with new courses and certifications that will keep you and your staff abreast of the latest industry developments, you’ll find a handy planning calendar that you can use to map out your training needs. I hope you find it useful.

Need personalized assistance? Contact our support desk at HTVNSupport@housingcenter.com.

Warm regards,

Kristina Gumbulevich
Director, Learning Solutions
203.272.8220, ext. 220
kgumbulevich@housingcenter.com

HAI GROUP’S ONLINE TRAINING CAN HELP YOU REACH YOUR GOALS FASTER.

With new courses and certifications added throughout the year, our housing-specific training enables you to expand your industry knowledge, learn new skills, tackle job-related issues, and prepare for new challenges.

BENEFITS:

• Available exclusively online—no travel required
• Designed for the housing industry
• Accredited by the International Association for Continuing Education and Training (IACET)
• Taught by industry professionals
• Available separately or by subscription for even greater savings

JOIN THE MORE THAN 1,300 ORGANIZATIONS

AND

13,000 PROFESSIONALS WHO RELY ON HTVN FOR THEIR TRAINING NEEDS
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<td>Annual Compliance Training Reminder - Suggested course: Sexual Harassment - Education and Prevention</td>
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<td>Fair Housing Month - Schedule your Fair Housing and Reasonable Accommodation Certification</td>
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<td>Summer Training - Suggested course: Heat Illness Prevention</td>
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<td>Fire Safety Month - Suggested training: Fire Safety Training - Fire and Resident Safety Learning Pathway</td>
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<td>Winter Training - Check out HTVN's Winter Safety Learning Pathway</td>
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<td>Goal Setting - Schedule a meeting with your team to discuss your 2020 training goals.</td>
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BROWSE OUR COURSES

For a full course listing, visit us online at www.housingcenter.com/onlinetraining

Prices and content are subject to change.
**Certifications**

Take your career to the next level by learning how to confidently tackle emerging issues.

- **NEW Nan McKay RAD Project-Based Voucher Specialist Certification**
  
  If your organization is transitioning through HUD’s Rental Assistance Demonstration (RAD) Program, it must evolve the way it delivers, manages, and maintains compliance. Learn how to administer the program, determine eligibility, manage waiting lists, develop a monitoring review process, and avoid audit findings.

- **NEW Nan McKay Multifamily Housing Specialist Certification**
  
  If your organization is participating in RAD and has elected to transform public housing into project-based rental assistance (PBRA), this training is a must. Learn important rules and regulations governing PBRA, how to determine eligibility and calculate income and rents, what the difference is between standard PBRA and RAD PBRA, and more.

- **Also available: Nan McKay Certifications:** HCV Specialist, HQS, PHM, Fair Housing, and Rent Calculation for PH and HCV.

**Development and Finance**

Designed for efficiency and sustainability, our development and finance training can help you take your planning to the next level.

- **Novogradac LIHTC 101 — Tax Credit Basics**
  
  Provides an overview of the application process, rules and regulations, tax codes and calculations, and tax credit compliance.

- **The MTW Guide — Formulating Strategies for Successful Participation**
  
  Learn the eligibility requirements for MTW and how to apply, examine the MTW Operations Notice, and explore available resources.

- **Creating Sustainable Communities**
  
  Learn about the three core dimensions of sustainability in housing, as well as how to build sustainability into your community development plans.

**Measure employee learning rather than time.**

Speak to your staff about measuring training by what they learned, not by how many hours they spent in training. Any training that helps you meet your organization’s goals is worth the time!
**Customer Service**

Exceed customer expectations with training designed to make you a better communicator.

- **Customer Service Basics**
  Use our self-assessment tool to evaluate your customer service and communication skill levels, then learn how to develop a customer service policy for your organization.

- **Responding to Resident Complaints**
  Learn best practices for addressing resident complaints, discrimination, disparate impact, criminal activity, and crisis communications.

- **We’re All in This Together — Resident Orientation Video**
  Stream this fun, fast-paced, and informative resident orientation video or purchase a Blu-ray/DVD to play any time. Available in English and Spanish, as well as with closed captions.

**Compliance**

Stay in compliance with training designed to help your organization better understand applicable laws and regulations.

- **NEW Legal Defense Seminars**
  Hear from a panel of defense attorneys, claims professionals, and risk professionals as they explain how to avoid liability and handle any claims that do arise.

- **Effective Interviewing**
  Formulate successful interviewing strategies with this Nan McKay course, which includes advice on how to conduct eligibility interviews, resolve discrepancies, formulate effective questions to prevent fraud, and use forms for data collection and verification.

- **Grievance Hearings and Residents’ Rights**
  Learn the do’s and don’ts of grievance proceedings by applying these tips. Watch sample hearings and learn how to avoid legal consequences.

**Also available in Compliance:** Proper Record Retention, Working in Partnership with your Attorney, Hoarding and Smoking Risks, New Employee Orientation for Public Housing and Housing Choice Voucher (HCV), and Admissions and Occupancy—Section 504 and Fair Housing Compliance.
Management and Leadership

Become better equipped to handle workplace challenges with training meant to assist with your day-to-day responsibilities.

- **Available in Management and Leadership:** Transitioning to a Management Position, Procurement for Managers, and Building Community Partnerships

Risk Management

Learn how to manage your risks and apply loss prevention strategies designed to keep your staff and residents safe.

- **Active Shooter (subscribers only)**
  Learn how to establish protocols for workplace shootings so your organization is prepared. Review key prevention strategies and what-if scenarios to reduce the likelihood of an active shooter event.

  - Also available in Risk Management: Auto Safety, Bed Bug Awareness, and Heat Illness

Maintenance

Implement a routine maintenance training schedule to help you avoid hazardous situations.

- **How to Conduct Routine Inspections**
  This course teaches you the difference between a routine inspection and an annual inspection, as well as what to look for when inspecting the exterior of a building and grounds, and how to properly document your work. Ideal for property and site managers.

  - Also available in Maintenance: Maintenance Operations and Risk Management, OSHA and Workplace Safety Learning Pathways, and Slips, Trips, and Falls
**Human Resources**

Learn important HR practices and laws that can help your organization meet its strategic goals. Use these approaches and techniques to foster a better and safer work environment for all.

- **Sexual Harassment: Education and Prevention**
  This course helps housing organizations maintain a positive culture and fulfill state and local requirements pertaining to sexual harassment prevention training. Available online, the course is easily accessible, convenient to administer, and cost-effective.

- **Also available in Human Resources:** Diversity Awareness, Americans with Disabilities Act (ADA) in Practice, and Dealing with Difficult Coworkers and Employees

**Informative Shorts**

Learn something useful in 15 minutes or less!

- **How to Report and Investigate Incidents**
  Review how to document incidents, report, and investigate and why it matters.

- **Also available in Informative Shorts:** Crime Prevention in Housing, Navigating the HUD Streamlining Rule, and How to Prevent Housing Scams

**Personal Development**

Learn new skills to gain a competitive advantage in the workplace.

- **Available in Personal Development (subscribers only):** Microsoft Excel 2016 Training, Personal Management, and Principals of Accounting

**Celebrate Success**

Celebrate professional development achievements to help foster a community of learners within your organization. Share what courses you took, what you learned, and how you plan to use the information in the future.
Wellness
Manage health outcomes better with courses focused on wellness.

- Available in Wellness: Diabetes Risks and Prevention, Dispute Resolution, High Blood Pressure Risks and Prevention, LeadingAge Housing and Health Care Partnership Toolkit, and Managing Difficult Behaviors

Learning Pathways
We’ve pre-packaged related training content for your convenience. Our learning pathways make it easy for you to get everything you need about a given topic.

- **RAD Learning Pathway**
  If your organization is considering the HUD Rental Assistance Demonstration (RAD) program, our RAD Learning Pathway is worth a look. Learn how to determine whether RAD is a good fit for your organization, assess your capacity, leverage partnerships, and set long-term goals.

- **Property Management Learning Pathway**
  Learn property manager basics, review routine inspection procedures, and define the proper way to investigate incidents.

- **Positive Resident Relations Learning Pathway**
  Get the tools you need to improve relationships with your residents and maintain more effective communication channels. Learn dispute resolution techniques, how to respond to resident complaints, and more. Features professionally led case scenarios to help you evaluate your current customer service and communication skill level.

- Also available in Learning Pathways: Winter Safety Learning Pathway, Fire and Resident Learning Pathway, and Board Readiness Learning Pathway

SUBSCRIBE AND SAVE!

- Unlimited use and no seat limits
- Save $200 on Nan McKay & Associates certification courses
- Instant access to subscriber-exclusive content
HAI Group partners with some of the most experienced organizations in the industry to bring you up-to-date training and resources.

For more than four decades, Nan McKay & Associates has been a leading provider of innovative solutions for the public and affordable housing industry. HAI Group is the exclusive provider of Nan McKay certifications online.

Novogradac keeps industry practitioners up to date about the latest news, issues, and trends that impact the affordable housing industry.

HAI Group partners with the Stewards of Affordable Housing for the Future (SAHF) to bring you online courses that help housing organizations drive down operating costs to preserve affordability.

As the trusted voice for aging, LeadingAge is a charitable organization focused on education, advocacy, and applied research to advance solutions that allow people to age with choice and dignity.

UNC at Chapel Hill Center for Urban and Regional Studies conducts and supports research that helps to build healthy, sustainable communities across the country and around the world.

Novogradac keeps industry practitioners up to date about the latest news, issues, and trends that impact the affordable housing industry.
NEW TRAINING PLATFORM
HAI Group’s new online training platform has robust features that will help you manage your professional development—and your career.

Log in today to:
GET PERSONALIZED COURSE RECOMMENDATIONS BASED ON YOUR INTERESTS
TRAIN ON THE GO
TRACK, ASSIGN, AND MANAGE COURSES
ACCESS DASHBOARDS, REPORTS, AND MORE!

You asked, we listened!

“We use HAI Group’s online training. We love the training sessions and the convenience!”
—Oklahoma Housing Finance Agency

LEARN NEW SKILLS
Visit www.housingcenter.com/onlinetraining

Contact us for personal assistance:
HTVNSupport@housingcenter.com
1-800-873-0242, ext. 651