

2010 Class Offerings

Ross Business Development (RBD) is dedicated to providing a training experience that is engaging, entertaining, fact-filled, and current with changing government and industry regulations and guidelines. In order to protect RBD intellectual property, class materials will be provided by RBD. We do not distribute electronic versions of training material.

The service includes all the features you should expect from professional training organization. Hardware, including laptop and overhead projector, is provided by RBD.

Classes can be customized to meet the needs of each of our customers. References are available upon request.

HUD Occupancy Classes

HUD Today (One Day)

This class has been designed for industry professionals and provides information about changes, announcement and updates that affect the day-to-day operations of project-based HUD properties. During this one day class, we will discuss:

- ✓ Key Handbook Changes
- ✓ New Policy Information
- ✓ HUD Clarifications
- ✓ TRACS Changes (Certification and Voucher)
- ✓ Ways to Avoid Common Management & Occupancy Review Findings
- ✓ Violence Against Women Act (VAWA)
- ✓ EIV Income and Discrepancy Information

We will provide you with the information you need to stay abreast of changing regulatory requirements. In addition, you will also receive sample forms necessary to implement and document these changes appropriately.

Elements of Earned and Adjusted Income (1.5 to 2 hours)

In Chapter 5 of the 4350.3, HUD has provided in-depth explanation about how to establish a household's earned and adjusted income. Join us for a review of the elements of income and in this hands-on session designed to help managers understand typical and non-typical situations. Learn how properly verify and calculate income and adjusted income for your residents.

Enterprise Income Verification System (EIV) (1.5 to 2 Hours)

The Rent Refinement Final Rule makes use of EIV mandatory for owner/agents of HUD Properties. Learn how to access and use EIV to:

- Verify Social Security and employment income
- Address discrepancies
- Discover unreported income and
- Avoid dual subsidy issues

We will also discuss key points to consider when developing the EIV Security Policy, the EIV Use Policy and your EIV internal policies and procedures.

HUD Policy Update (1.5 to 2 Hours)

A lot has happened in the last year! Join us for a review of changes that affect your policies and procedures. Information discussed includes:

- New Forms
- New Leases
- Rent Refinement Final Rule
- New Income Exclusions
- TRACS 2.0.2.C voucher submissions

Resident Selection Plan Development & Waiting List Management (One Day)*

In this comprehensive policy and procedure class, we discuss HUD's Tenant Selection requirements and the best approach for incorporating these requirements into your policy guidelines. But we don't stop there! Changing your written plan is one thing...implementing these new guidelines at your properties is just as important.

First, we provide an overview of Fair Housing requirements specifically targeting concerns of HUD property managers. Then we will review the requirements for developing **The Tenant Selection Plan**. HUD Handbook 4350.3 mandates that all property managers create and make available a Tenant Selection Plan. During this session, we will review the required and recommended contents of the HUD tenant selection plan. This class gives property management professionals an opportunity to ask questions about all aspects of tenant selection including the applicant interviews, screening requirements and notification procedures.

An interactive overview of the waiting list management process gives property management professionals an opportunity to learn how to handle various waiting list scenarios including placing disabled applicants, administering right to refusal policies and documenting actions on the waiting list.

** Class can be modified to fit in to a shorter session – please discuss with Larue Marin, RBD's training coordinator*

Income Calculation & Eligibility Verification (One Day)*

The Rental Housing Integrity Improvement Program (RHIIP) has determined that the most frequent errors encountered in reviews of annual and adjusted income determinations in tenant files fall into three categories:

- 1) Applicants and tenants failing to fully disclose income information
- 2) Errors in identifying required income exclusions
- 3) Incorrect calculations of deductions

In this class we will review the requirements, procedures and methods behind determining annual and adjusted income; income verification and calculating tenant rent.

Like the handbook, this session will be organized as follows

- **Determining Annual Income:** Discusses the requirements regarding annual income and the procedure for calculating a family's annual income when determining eligibility. This section also includes guidance on determining income from assets.
- **Determining Adjusted Income:** Describes the procedures and requirements for determining adjusted income based on allowable deductions.

- **Verification:** Presents the requirements for verifying information provided by applicants and tenants related to their eligibility.

* *Class can be modified to fit in to a shorter session – please discuss with Larue Marin, RBD’s training coordinator*

Income & Eligibility Verification and Resident Selection Review Combo Class (One Day)

The Rental Housing Integrity Improvement Program (RHIIP) has determined that the most frequent errors encountered in reviews of annual and adjusted income determinations in tenant files fall into three categories:

1. Applicants and tenants failing to fully disclose income information
2. Errors in identifying required income exclusions
3. Incorrect calculations of deductions resulting from failure to obtain accurate third-party verification

We will cover income determination and eligibility verification procedures:

- Annual Income
- Income from Assets
- Adjusted Income
- Verification Requirements

Compliance with the new Tenant Selection Plan requirements is critical to getting a superior score during the Management Review. Owners must create and make available a **comprehensive** Tenant Selection Plan. Some of the important aspects of the Tenant Selection Plan include:

- Eligibility
- Occupancy
- Taking Applications
- Screening
- Wait List Management

TRACS Classes

TRACS Today (One Day)

Mary Ross starts the day with an introduction to the TRACS process. Once you understand the basics, we will explain the secret to ensuring that the information in TRACS corresponds with the information in your site software. We’ll explain how to make the submission process work regardless of whether you are reporting to a Contract Administrator or reporting directly to HUD.

- The TRACS Submission & Verification Cycle
- Errors (TRACS and EIV Errors)
- The Enterprise Income Verification System

The class includes interactive group exercises that help students understand how submission works, **what the errors mean**, and how to respond to errors.

To wrap up the day, the afternoon session includes an in-depth discussion of HUD’s Enterprise Income Verification System.

TRACS FAQs (1.5 to 2 hours)

RBD will provide you with an introduction to the TRACS process and review how information is received, edited and processed. The training includes a review of the most common questions asked about the TRACS system.

This class was designed to help uncover the mystery of TRACS including why transactions disappear and what to do to ensure that TRACS data is recorded properly.

TRACS - Auditing Your Voucher (1.5 to 2 hours)

When HUD released TRACS version 2.0.2.C, the voucher process was changed to address 3 industry issues. This changed the information included on vouchers, the gross rent change process and the voucher adjustment process. Join Mary Ross for an in-depth look at the voucher submission and voucher audit process.

TRACS – Troubleshooting Error Messages (1.5 to 2 hours)

RBD will provide you with an introduction to the TRACS process and review how information is received, edited and processed. The training includes a review of the most common questions asked about the TRACS system.

This class has been designed to help you understand how to read errors, how to transmit corrections to HUD or to the Contract Administrators and how to ensure that these corrections have been recorded correctly

TRACS 2.0.2.C – How This Update Changes Operations (1.5 to 2 hours)

TRACS version 2.0.2.C incorporated many changes to the certification entry and certification submission process. Join Mary Ross for a review of the 2.0.2.C changes. We will focus, specifically, on those changes that affect the MOR file review. Also, we'll take some time to review daily certification submission (required by HUD Handbook 4350.3 Revision 1) and the changes to the certification "voucher reported on date".

Enterprise Income Verification System (EIV) (1.5 to 2 Hours)

The Rent Refinement Final Rule makes use of EIV mandatory for owner/agents of HUD Properties. Learn how to access and use EIV to:

- Verify Social Security and employment income
- Address discrepancies
- Discover unreported income and
- Avoid dual subsidy issues

We will also discuss key points to consider when developing the EIV Security Policy, the EIV Use Policy and your EIV internal policies and procedures.

Fair Housing Classes

Fair Housing Today (One Day)*

Fair Housing Today examines the basics needed by all property management professionals while also discussing emerging trends such as, the Violence Against Women Act, Limited English Proficiency LEP, tenant-on-tenant harassment, and gay, lesbian, bisexual and transsexual harassment and discrimination. It is also important to spend some time discussing Reasonable Accommodation and Modification.

In addition, we will discuss the requirements of the Affirmative Fair Housing Marketing Plan, which is designed to promote equal housing choice for all prospective residents.

Topics include:

- Discrimination
- Fair Housing Laws
- Fair Housing and the Disabled (Reasonable Accommodations & Modifications)
- Considerations for Maintenance Staff
- Fair Housing & HUD Properties
- LEP
- VAWA

Whether you're a seasoned professional or new to the property management industry, this is a "must see" seminar.

** Class can be modified to fit in to a shorter session – please discuss with Larue Marin, RBD's training coordinator*

Developing Updating and Monitoring Your Affirmative Fair Housing Marketing Plan (1.5 Hours)

Owners must comply with the requirements of their HUD-approved Affirmative Fair Housing Marketing Plan, which is designed to promote equal housing choice for all prospective tenants regardless of race, color, religion, sex, disability, familial status, or national origin. The purpose of the plan is to ensure that eligible families of similar income levels will have a similar range of housing opportunities.

The plan outlines marketing strategies the owner must use, including special efforts to attract persons who are least likely to apply because of such factors as the racial and ethnic composition of the neighborhood in which the property is located. Marketing should also seek to reach potential applicants outside the immediate neighborhood if marketing only within the neighborhood would create a disparate impact against certain classes (e.g., if the entire neighborhood includes no minorities).

Marketing Your Affordable Property (1.5 to 2 Hours)

For years, the terms "affordable property" and "marketing" have been mutually exclusive. As Bob Dylan once sang... "The Times They Are A Changing!" In this half-day seminar, we will take a real-world look at marketing strategies aimed at 100% occupancy while keeping a watchful eye on federal and state regulations governing acquisition of new tenants. From traditional advertising, to the Internet, to tenant selection... we will cover many of the tried-and-true methods for marketing your property along with a discussion on emerging technologies and how to get the most out of your marketing budget.

Management & Occupancy Review (MOR) Classes

Management & Occupancy Review (MOR) – Preparing to Achieve the Best Score Possible (1 Day, ½ Day)

Owner/agents of HUD properties are subject to an annual Management & Occupancy Review. This review is part of the Rental Housing Integrity Improvement Project's (RHIP) efforts to ensure compliance and reduce errors. We know that property compliance is your focus every day. Join us to get tips about putting your processes in the best possible light during the management review. Don't let the process drive you crazy! Learn how to improve your overall score, how to make the process as quick and painless as possible and how to avoid common findings. We will also talk about what Reviewers will be looking for as a result of the Change 2 Handbook edits. This is much more than a lecture. We will provide you with:

- Tips about referencing various HUD manuals and web sites
- Sample checklists
- Best practice tips

Preparing for the Management Review – The Site Review (1.5 Hours)

If you are prepared, then you are able to be confident. Join us to learn the tricks to preparing for the Management & Occupancy Review. This session provides you with tips for putting together MOR binders. A review of useful checklists and sample forms is included. Also, we will discuss some of the more common findings and how to avoid them.

Preparing for the Management Review – The Resident File Audit (1.5 Hours)

Are your files organized? Do you incorporate standard file checklists? Are you using Post-it notes in your resident files? Do your files tell your resident's story from application to today? In this session, you will learn how to prepare resident files so that reviewers can monitor compliance quickly and efficiently.

- Avoid findings related to missing documents
- Make sure you are using the latest version of required documents and
- Make sure that you have incorporated all of the required forms.

Quotes from Our Customers

“Best seminar I ever attended.” I wish I sent more of my staff!”

“Mary was excellent - she definitely knows her stuff. I was very impressed”

“Everything was very informative. I am glad I attended”

“I learned more in these two days of training than I have ever learned in any other seminar and I've been a HUD property manager for twelve years!”

“The lights really came on “high beam” in this class!”

“Wow”

Pricing

A One Day Session	\$3500 per day (minimum) Up to 20 attendees
Additional Attendees	\$175 each

The customer is responsible for all applicable travel and material production expenses.

RBD no longer releases electronic versions of training materials. Class materials will be produced by RBD and shipped to the training location.