

chfareach training schedule



january - march 2015



what's new?

Dear chfareach members,

“I don't do anything unless it's a win-win-win.”

A friend said this to me recently and I instantly thought of chfareach. After all, “win-win-win” really captures the theme for first quarter 2015.

Whether you choose a class tailored to your professional role, earn a credential in fair housing, or increase your understanding of everyday things like files, building management, or hiring, you just can't help but meet multiple goals with chfareach.

For example, a major win is “Hoarding Disorder: Identifying, Understanding, and Treatment in Multifamily Housing,” which takes a fresh look at hoarding. We chose specific presenters that can help you with all aspects of hoarding, including understanding the mental health issues, completing timely inspections, and ensuring a safe environment. Take advantage of this great resource and get all the tools you need to deal with this complicated issue.

Another win is the multitude of “green” offerings this quarter. Join us and learn ways to beautify an aging property, save on landscaping costs, and possibly gain funding options by leveraging your green initiatives.

When every member of your staff finds a place on the class roster this quarter—and some are worth attending together—you invest in a team and a property to be proud of.

That's a win for everyone.

Sincerely,

Belinda Waldron
chfareach Coordinator

nonmembers please note

If you would like to participate in scheduled trainings, but you do not wish to sign up for chfareach membership, training is available at a rate of \$50 per person, per partial-day training; \$75 per person, per full-day training. A partial day is considered any class up to four hours long; full days are any classes scheduled for over four hours.

There may be times when a course will be offered at no charge to nonmembers and these courses will be noted by the ★ symbol. Also, please be advised that members will have seating priority over nonmembers—another reason to join chfareach!

LIHTC File Management Tips & Practical Solutions

morning class

Tuesday, January 13, 2015

registration 8:30am
class 9:00am to **12:30pm**

CHFA
1981 Blake Street
Denver

presented by

Darcey Borzileri, HCCP NPCC
Asset Management, CHFA

who should come?

Owners, managers, and staff from LIHTC properties

This class is not designed for beginners. It is recommended that attendees should have a good understanding of the Section 42 Low Income Housing Tax Credit Program, as no basic terms will be covered.

By getting the opportunity to view sample files from the perspective of a compliance officer, you will learn best business practices and avoid the most common LIHTC audit findings. You will be taught proper file organization and what documents are required.

We will also discuss:

- LIHTC-required forms;
- How to calculate various income types;
- Common mistakes involving transfers, first year recertifications, and fraud (tenant vs. management);
- What fees are allowable, available unit rule, changes in household, Post-Y15 policy; and
- Tenant complaints and when it is appropriate to refer the tenant to CHFA.

New! The current rent and income limits will be combined with a discussion of the new CHFA Utility Allowance Policy. CHFA Utility Policy and utility allowances will be addressed, detailing the importance of remaining in compliance with your gross maximum rents.

note

Class size will be limited to **20**, so early registration is advised.

HVAC Technologies

afternoon class

Thursday, January 15, 2015

registration 12:30pm
class 1:00pm to 4:00pm

CHFA
1981 Blake Street
Denver

presented by

TJ Aubin Efficiency Expert, American Mechanical Services	Chris Jedd Portfolio Energy Manager, Denver Housing Authority	Matt Sweetser Service Manager, American Mechanical Services
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who should come?

Maintenance supervisors and staff who need to be familiar with new and emerging HVAC Technologies

The HVAC industry has seen great changes in equipment and maintenance practices due to new technologies that have come online. Are you up-to-date?

Join American Mechanical Services (AMS), an HVAC service contractor for 35 years, and Denver Housing Authority for a systemic review of HVAC technology.

You will learn how HVAC systems and their components work, then dive into emerging HVAC technologies. We will discuss the operation and maintenance of whole systems, ground source heat pumps, water source heat pumps, heating plant technology, cooling plant technology, distribution systems, terminal units, and control systems.

Topics will include:

- Cost savings and code mandates that are driving change;
- The costs and challenges of new equipment and retrofits; and
- Pros and cons of a variety of systems.

about the instructors

TJ Aubin has decreased customers' energy use intensity by a third or more by installing new control systems and efficient equipment. *Chris Jedd* is dedicated to reducing the environmental impact of the built environment through energy upgrades, operations and maintenance, and occupant engagement. *Matt Sweetser* prides himself on mastering new HVAC technologies so customers can realize their full benefits.

Trauma, Tragedy, and Violence: *Strategies for Communities, Agencies, and Providers*

morning class

Wednesday, January 21, 2015

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Dr. Peggy Mitchell Clarke, Ph.D.
Mental Health Consultant

who should come?

Resident services coordinators and all staff working in affordable housing communities

Working in affordable housing, we have probably all seen more than our fair share of trauma, tragedy, and violence. Domestic disputes, gang activity, and neighborhood events add complexity to our work.

What effect do vicarious trauma and community violence have on the individual and collective psyches of our community members? What role does mental illness play and what impact do these events have on mental health and neighborhood resources? What are effective strategies for community mobilization and organizing in the midst of trauma?

In this interactive training, mental health expert Dr. Peggy Mitchell Norwood answers these questions and offers her insights, best practices, and recommendations for individuals and housing agencies. She will also identify strategies and resources for addressing the impact of trauma, tragedy, and violence in our communities.

about the instructor

Dr. Peggy Mitchell Clarke is a mental health consultant and retired psychology professor. Prior to her teaching career, she worked as a psychotherapist in a wide variety of mental health settings, including a community mental health agency and a large state psychiatric hospital. She is an active community mental health advocate, host and co-producer of a TV talk show, and a published author.

Contracting with Confidence

morning class

Tuesday, January 27, 2015

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Pamela McClune, CCEP
Special Operations, CHFA

who should come?

Managers and maintenance staff involved in contract review and negotiations

Do you ever feel unsure of yourself when dealing with the contracts necessary for the management of your property?

This class will present the basic components of a well written contract—contract formation, offer and acceptance, consideration, capacity, requirements of writing, performance, remedies and damages, and discharge and termination. Additionally, we will address various contractual issues managers have experienced.

Gain the necessary knowledge to become more confident and informed when reviewing and signing these documents.

Leveraging Efficiency Incentives and Financing to Grow Your Capital Budget

webinar

Tuesday, January 27, 2015

log in 1:45pm
class 2:00pm to 3:30pm

presented by

Michael Levinson, CEM, LEED AP O+M
Existing Building Services Director, Group14 Engineering

who should come?

Owners, senior management, and maintenance supervisors from all property types.

Energy efficiency retrofit projects can do more than reduce your utility expenses—they also can unlock grant funding and financing for upcoming capital projects.

This webinar will:

- Identify specific sources of efficiency grants and financing targeted to Colorado affordable housing providers;
- Help owners, asset managers, and facility staff assess which programs are right for their building portfolio by evaluating criteria such as size, building system type, utility provider, and meter configuration;
- Provide a list of resources that can help affordable housing providers take the next step in accessing efficiency grants and financing.

about the instructor

Located in Denver, Group14 Engineering works with numerous design teams and building operators throughout the United States. Their mission is to inspire better buildings where people thrive. Michael Levinson has a B.S. in Business Administration from Georgetown University, and has been in his industry for 11 years.

REAC Inspections

full-day class

Thursday, January 29, 2015

registration 8:30am
class 9:00am to 4:00pm

CHFA
1981 Blake Street
Denver

presented by

Scott Precourt
President, US Housing Consultants

who should come?

Owners, managers, and maintenance staff from all property types

If your property is HUD FHA-insured or receives a Section 8 subsidy, attend this class to be better prepared for your next HUD Real Estate Assessment Center (REAC) inspection.

This full-day training will delve into the background, scoring, and understanding of Uniform Physical Conditions Standards (UPCS) and REAC inspections.

You will learn:

- UPCS differences for each funding program;
- How all inspections are organized and conducted;
- What defines a deficiency; and
- How to conduct your own inspection with precise instructions.

The instructor will demystify the process, ensuring you understand the goals of the inspection process.

about the instructor

Scott Precourt has worked in affordable housing since 1996. He has performed thousands of UPCS Inspections, and has conducted 50 trainings a year on UPCS and REAC protocols since 2006. Scott is recognized as one of the foremost authorities on UPCS inspection protocols in the nation. Scott is also a partner of InspectCheck, a software and technology firm that develops inspection applications for multifamily housing and facility management.

Easy & Affordable Water Upgrades

morning class

Tuesday, February 3, 2015

registration 8:30am
class 9:00am to Noon

Colorado Springs Utilities Conservation &
Environmental Center
2855 Mesa Road
Colorado Springs

presented by

Frank Kinder
Senior Water DSM Specialist, Colorado Springs Utilities

who should come?

Managers and maintenance technicians from properties of all types

Conservation programs provide a great way to improve your property and serve your tenants.

This interactive session focuses on indoor and outdoor water conservation products, programs, and strategies for your properties. You'll learn about water efficient fixtures, irrigation systems, and resources at the Colorado Springs Utilities' Xeriscape Demonstration Garden.

The water efficiency experts of Colorado Springs Utilities have multiple local examples highlighting properties that have upgraded based on their assessments and guidance. They can help you understand what rebates can apply to your plan for these investments. We guarantee you will walk away with tools you can use to maximize the ROI of efficiency improvements.

Advanced Fair Housing: *Smoke-free, Weed-free?*

webinar

Wednesday, February 4, 2015

log in 8:45am
class 9:00am to 11:00am

presented by

Annie Murphy
Attorney, Dufford, Waldeck, Milburn & Krohn, LLP

who should come?

Owners, managers, and staff from all property types

Marijuana has become a confusing issue in affordable housing. This webinar will begin with a brief overview of the marijuana and medical marijuana laws, before a discussion of the legality of prohibiting marijuana in properties.

Topics will include:

- Lease provisions to address marijuana;
- Reasonable accommodation law;
- How to process a request for an accommodation to use medical marijuana (from an applicant, existing tenant, and at eviction); and
- Enforcement of your marijuana policy and the eviction process.

The webinar will end with recommendations for drafting an internal policy to handle marijuana accommodation requests and marijuana lease violations.

about the instructor

Annie Murphy is active statewide as an educator on the laws applicable to housing providers of federally subsidized properties. In her practice, she counsels and educates landlords and property managers on state and federal housing rules and regulations. She also counsels and informs landlords on special issues arising in residential and commercial leasing, such as notice requirements, warranty of habitability, criminal activity occurring on the property, fair housing or ADA discrimination, retaliation, security deposit return, legalization of marijuana, firearm prohibitions, and domestic violence.

HOME Funds Compliance

morning class

Thursday, February 5, 2015

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Kathryn Grosscup
Asset Manager, Division of Housing

who should come?

Owners, managers, and staff from properties using HOME Funds

HUD's Home Investment Partnerships (HOME) Program provides formula grants to states and units of local government to fund a wide range of activities directed to producing or maintaining affordable housing in both single family homes and rental housing.

Following an overview of the HOME program, this class will cover:

- HOME income limits;
- HOME rent restrictions;
- Floating versus fixed HOME units; and
- Record keeping for property managers.

We will also discuss differences between Section 8, Low Income Housing Tax Credits, and HOME rules.

Emergency Preparation & Procedures

afternoon class

Wednesday, February 11, 2015

registration 12:30pm
class 1:00pm to 5:00pm

American Red Cross, Mile High Chapter
444 Sherman Street
Denver

presented by

Troy Staples
Mile High Regional Ready Rating Manager, American Red Cross

who should come?

Facility managers, safety and human resource professionals, and other staff tasked with managing safety and emergency preparedness plans

Have you ever turned on the news and seen an apartment building in flames?

What would you do if it had been yours?

Implementing a comprehensive, organization-wide program for safety and emergency preparedness can seem like an enormous task.

Thankfully, the American Red Cross provides tools for implementing a safety and preparedness program before disaster strikes.

This workshop will cover:

- Establishing a response program;
- Educating and training employees on what to do in an emergency;
- Building a "culture of prevention"; and
- Designing year-round preparedness protocols.

As a participant, you will come to the workshop with an individualized Ready-Rating assessment for your property. This will be used as the basis to apply the class concepts. Class discussion will allow participants to share ideas and to enhance their personalized emergency response plans.

Going Smoke-free

webinar

Thursday, February 12, 2015

log in 8:45am
Class 9:00am to 11:00am

presented by

Erica F. Berg, BA, MPH
Health Program Specialist, Denver Public Health

who should come?

Owners, managers, and staff from all property types

Creating a smoke-free property is a great way to ensure a healthy and safe living environment for all of your residents. Smoke-free policies reduce property damage and loss-of-life risks from smoking-related fires while saving thousands of dollars in costs from turning over units.

In this webinar you will learn strategies for implementing smoke-free policies in multi-unit housing, with an emphasis on helping owners and management agents to implement new smoke-free policies.

The class will examine:

- Basic facts about smoke in multi-unit housing;
- HUD smoke-free toolkits for owners/management agents and residents; and
- Resources for working with staff and residents.

This webinar will provide you with the concrete guidelines and strategies you need to successfully implement your own smoke-free policies.

about the instructor

Erica Berg works with Denver Public Health as a specialist working on tobacco policy, systems change, cessation, and reducing exposure to secondhand smoke. She has worked in both affordable housing and public health. She holds a Master's degree in Public Health from A.T. Still University.

Contracting with Confidence

morning class

Wednesday, February 18, 2015

registration 9:30am
class 10:00am to 1:00pm
Lunch will be provided.

*Azteca Apartments, Community Room
705 Hunter Drive
Pueblo*

presented by

Pamela McClune, CCEP
Special Operations, CHFA

who should come?

Managers and maintenance staff involved in contract review and negotiations

Do you ever feel unsure of yourself when dealing with the contracts necessary for the management of your property?

This class will present the basic components of a well written contract—contract formation, offer and acceptance, consideration, capacity, requirements of writing, performance, remedies and damages, and discharge and termination. Additionally, we will address various contractual issues managers have experienced.

Gain the necessary knowledge to become more confident and informed when reviewing and signing these documents.

Hiring and Retention: *Best Practices*

morning class

Thursday, February 19, 2015

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Debbie Herrera
Director of Human Resources, CHFA

who should come?

Anyone responsible for recruiting and retaining employees

This workshop is designed for those responsible for recruiting and retaining talent in the affordable housing market, where it is often difficult to find and keep qualified, motivated employees.

Participants will be provided the tools needed to develop an effective recruiting and retention strategy. You will identify key components of a recruiting plan that is cost effective and still promotes the uniqueness and attractiveness of your organization.

In addition, you will learn how to analyze your current situation to assess why employees leave or stay. Factors to consider include management practices, organizational culture, employee development, pay, and rewards.

Many of you are asking, "How can we get and keep the people we want?" Learn the answers and increase your talent!

Property Managers and Service Coordinators: *How to Create a Cohesive Team*

afternoon class

Tuesday, February 24, 2015

registration 12:30pm
class 1:00pm to 4:00pm

CHFA
1981 Blake Street
Denver

presented by

Madelyne Pfeiffer, MSW, CFRE
President, MJ Housing Services

who should come?

Upper management, property managers, and service coordinators on all property types

It is possible to balance the social needs of residents while meeting the financial needs of your property. Receive expert assistance with the development of a cooperative strategic plan.

You will gain skills to:

- Understand and manage the different priorities of managers and service coordinators;
- Resolve conflicts between service coordinators and property managers; and
- Create a long-term plan that builds stronger working relationships between the property manager, maintenance staff, and service coordinator.

In addition, you will learn how to measure the cost savings related to a service coordinator program, and how to market that value to customers and stakeholders. Funding ideas will be presented for those seeking to get a service coordinator program in place.

about the instructor

MJ Housing Services contracts with affordable housing communities to provide quality service coordination and educational programming for residents, presently serving over 4,000 residents at 51 properties.

Hoarding Disorder: *Identifying, Understanding, and Treatment in Multifamily Housing*

afternoon class

Thursday, February 26, 2015

registration 12:30pm
class 1:00pm to 4:00pm

CARE Housing, Provincetowne Clubhouse
626 Quaking Aspen Drive
Fort Collins

presented by

<p>Madelyne Pfeiffer, MSW, CFRE President, MJ Housing Services</p>	<p>Laura Dinsbach, MSW Regional Service Coordinator, MJ Housing Services</p>
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who should come?

Property managers, service coordinators, and any staff involved with the condition of tenant units

Hoarding is a complicated challenge in multifamily housing management. Hoarding behaviors can interfere with property inspections, pest control, tenant and building safety, as well as residents' health and quality of life.

In this class you will learn how hoarding is defined, the different types of hoarding, how it is diagnosed, and the implications for reasonable accommodations.

Particular attention will be paid to early intervention and techniques to address hoarding during inspection. We will focus on creating a team approach, wherein property management, resident services, and community resources work together to tackle the problem.

Case studies will demonstrate ways for management and resident services to manage the issue. You will be given tools and resources for effective intervention.

Understanding and Combatting Isolation

morning class

Wednesday, March 4, 2015

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Bonnie Good, BEd., PSCC SAGE
Resident Service Coordinator, Franciscan Ministries

who should come?

Service coordinators and property staff working with seniors or vulnerable populations.

Having trouble with frequent flyers—people who seem to suck up your time like sponges? Understand the cycle that causes this phenomenon.

We will explore how the model of relationship may change as people age or deal with chronic illness.

Specific dynamics discussed will be:

- Grief for the loss of core relationships;
- Diminishing physical and cognitive function;
- Loss of a sense of purpose or ability; and
- Increasing reliance on systems and caregivers.

Understanding the cycle of isolation that results from these changes can help us to compassionately address the overuse of our services and systems.

This topic will focus on seniors, but is appropriate for **any** vulnerable or marginalized population.

about the instructor

Bonnie Good was recipient of AASC Service Coordinator of the Year for the Elderly in 2011, and received a Second Place AASC Award for Program Innovation in 2013. She is President of the Colorado Chapter of the American Association of Service Coordinators.

LIHTC Foundations: *The ABCs of Tax Credits*

afternoon class

Tuesday, March 10, 2015

registration 12:30pm
class 1:00pm to 5:00pm

Mulroy Center, Denver Housing Authority
3550 West 13th Avenue
Denver

presented by

Kim Martin, Alyssa Swenson, and Priscilla Fox
Tax Credit Program Compliance Officers, CHFA

who should come?

*Staff with **six months or less** tax credit experience, or staff anticipating receiving new tax credits*

Get a jump start into the world of LIHTC! People who are new to the tax credit world can often be overwhelmed by all the information and regulations. This class will give you the actual names (and functions) of all those acronyms, such as LURA and AMI.

The class is targeted to onsite staff at existing LIHTC properties or those properties that have recently been awarded tax credits. We will cover the various required forms and provide useful suggestions for setting up your files.

We will discuss rent/income tables, gross rent, and utility allowances. Various scenarios will be presented for you to practice income and asset calculation. Requirements regarding annual certifications will be discussed.

You will receive a class manual that will help you to reference information as you need it back at your property.

note

This class is not to be used as a substitute for the Low Income Housing Tax Credit Compliance classes offered throughout the year to satisfy the QAP requirement or the issuance of the 8609.

Fair Housing Compliance and Certificate Exam

full-day class

Tuesday, March 17, 2015

registration 8:00am
class 8:30am to 5:30pm

CHFA
1981 Blake Street
Denver

presented by

Heather Staggs, AHM, CPO, FHC
S.T.A.R. Momentum

who should come?

Owners, upper management, and property managers from properties of all types

CHFA is pleased to partner with the Affordable Housing Management Association to offer the Fair Housing Compliance training and exam.

The requirements set forth in the Fair Housing Act and Section 504 regulations are complex and far-reaching. NAHMA's Fair Housing Compliance™ (FHC™) course trains management staff to understand these regulations, providing clear instruction on fair housing laws.

The comprehensive, practical training manual for this course includes ready-to-use documents and forms to conduct a Section 504 Self-Evaluation and sample Transition Plan. The course teaches a step-by-step approach to determining the administrative and financial feasibility of making units accessible. Not only does the course cover the application process, which includes screening, accepting, and rejecting applicants, it also presents instruction on developing company-wide policies and procedures.

Fair Housing Compliance is a required course for NAHMA's NAHP® certification program. Participants who successfully complete the course will receive a FHC certificate and lapel pin.

note

Special class rates apply.

Members of chfareach or Rocky AHMA can attend for \$250. Nonmembers can attend for \$350. These prices include the full-day training, exam, training materials, and lunch during the training. Register online at www.rockyahma.org. For more information, please email Melanie at Melanie@rockyahma.org.

Low Income Housing Tax Credit (LIHTC) Compliance*

Attendance required to receive the IRS Form 8609

full-day class

Tuesday, March 24, 2015

registration 8:30am
class 9:00am to 3:00pm

CHFA
1981 Blake Street
Denver

presented by

CHFA Tax Credit Program Compliance Staff

who should come?

Owner and management representatives from new and existing tax credit developments. Preference will be given to properties sending staff as a requirement to receive their 8609.

This class will cover all tax credit compliance requirements, including LIHTC occupancy requirements; how to determine households; income and asset calculations; tenant income certification and recertification; gross rents, utilities, and fees; non-transient occupancy; available unit rules; good cause eviction; and management reviews. The class will also go through practice scenarios to review the above topics. Early registration is recommended since space is limited.

For all new tax credit developments, the Qualified Allocation Plan (QAP) requires that at least one representative of the management and one representative of the ownership attend a CHFA session or a CHFA-approved compliance training session prior to receive their IRS Form(s) 8609 from CHFA.

note

This class is to be used to satisfy the QAP requirement and the issuance of the 8609.

- Each session will be limited to three representatives from each development.
- This class is free for representatives attending to receive their 8609.

For properties already issued their 8609:

- This class is free to members of the **chfareach** program.
- Nonmembers can attend for \$75 per person.
- Preference will be given to those required to attend in order to receive their 8609.

registrations must be received one week prior to the date of the class

email registrations to

chfareachregistration@chfainfo.com

Payment may be mailed to:

CHFA
Attn: **chfareach**
1981 Blake Street
Denver, CO 80202

Chfareach does not send confirmations until approximately five days prior to class. However, notification of a rejected registration will be sent if the class is overbooked. **Chfareach** members have priority over nonmembers up to one week prior to class.

chfareach eNews

Interested individuals may subscribe to receive **chfareach** training email updates by signing up for CHFA's eNews. To subscribe, please log onto CHFA's website at www.chfainfo.com/chfareach. Once there, click on the **chfareach** eNews link on the left navigation bar. Enter your information, create a password, click the box for **chfareach** eNews, and that's it.

chfareach online

www.chfainfo.com/chfareach

CHFA will provide reasonable auxiliary aids or services to afford an individual with a disability an opportunity to take part in the proceedings of these meetings. Persons requiring assistance are requested to notify CHFA by calling 303.297.7394 or TDD at 303.297.7305, at least two business days before the meeting date, to provide sufficient time to make those accommodations.

1981 Blake Street
Denver, Colorado 80202

303.297.chfa (2432)
800.877.chfa (2432)
303.297.7305 tdd

www.chfainfo.com

348 Main Street
Grand Junction, Colorado 81501

970.241.2341
800.877.8450



*financing the places where
people live and work*



We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the Nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.