

Admissions & Occupancy Training Course Description

Admissions & Occupancy is a three-day interactive course designed to enhance the job performance of Admissions and Occupancy staff and other tribal housing professionals working on Admissions and Occupancy issues.

This course will cover Admissions and Occupancy program management with topics to include the application and selection process, eligibility for housing assistance, calculating annual income, determining monthly rental or homeownership payments, occupancy standards, collections practices and compliance, effective communication techniques with residents, lease agreement compliance, and collections. Participants should refer to copies of their own Admissions and Occupancy policies so that they can practice applying them to case studies and role playing exercises presented during this course. The course will also examine how maintaining high standards in the Admissions and Occupancy program affects the overall management of tribal housing programs.

Attached you will find the following documents:

- 1) Agenda flow chart
- 2) Course description

Admissions & Occupancy Training – November 17-19, 2014 - AGENDA

DAY ONE

8:30 Registration

9:00 am Welcome and Introductions
Section 1: Overview
Section 2: Admissions & Occupancy Eligibility

11:45 – 1:15 LUNCH

Section 3: Application Process

Section 4: Defining and Calculating Annual Income

4:30 pm -Wrap Up/Adjourn

DAY TWO

9:00 am

Welcome Back
Section 5: Calculating Adjusted Income and Monthly Payments

11:45 – 1:15 LUNCH

Section 6: Verification

Section 7: Occupancy Standards & Selection Process

Section 8: Lease Management

4:30 pm – Wrap Up/Adjourn

DAY THREE

9:00 am

Welcome Back
Section 9: Counseling

11:45 – 1:15 LUNCH

Section 10: Lease Compliance Basics

Section 11: Collections

Section 12: Homebuyer Education

4:30 pm – Wrap Up/Adjourn

COURSE DESCRIPTION

Section 1: Overview

Participants will learn about federal guidelines and how it plays an important role to developing policies. Participants will learn how to develop a fair and consistent process to determine who is eligible to participate in the housing programs.

Section 2: Admissions and Occupancy Eligibility

Participants will discuss family income levels and other program requirements, such as a family status. Eligibility requirements may vary depending on the type of assistance and the way it is financed. The policies should explain how individuals and families can qualify under those requirements.

Section 3: Application process

Participants will be given examples of a best practice application format and how to screen applicants, manage the waiting list and understand how preferences and priorities are established by their policies.

Section 4: Defining and Calculating Annual Income

One of the criteria for eligibility for admission to a housing assistance program is the amount of annual income a family earns. Participants will learn what income means and the different methods to calculating income.

Section 5: Calculating Adjusted Income and Monthly Payments

Participants will focus on the different deductions that tenants might receive and how to calculate a household's adjusted income. Participants will be able to determine monthly payments once deductions are calculated.

Section 6: Verification

Participants will learn how to verify information during the application process and understand why it is important.

Section 7: Occupancy Standards and Selection Process

Participants will learn about how family characteristics and unit size are included as a part of the occupancy standards as well as how a family meets the selection process established by the program's guidelines.

Section 8: Lease Management

Participants will talk about the dwelling lease agreement that will help tenants understand their roles and responsibilities as well as their obligations while residing in a program housing unit.

Section 9: Counseling

Participants will be able to offer additional programs that will help families navigate through the myriad of housing programs and their requirements. These tools will help residents become and remain successful homeowners and renters.

Section 10: Lease Compliance Basics

Participants will discuss preventative approaches to ensure that time and money would be spent more appropriately on housing services than on court actions. This section will address some of the compliance areas that are critical to continued occupancy such as maintenance, inspections and recertification.

Section 11: Collections

Participants will understand the purpose of a collections policy and how collecting payments will ensure the continuation of adequate housing services while providing for the safety and well-being of residents and promoting fairness and due process.

Section 12: Homebuyer Education

Participants will learn about homeownership and how to calculate affordability to help tenants achieve economic self-sufficiency. The class will explore the next steps to achieving homeownership and learn about the Pathways Home curriculum.