

TAP Management Training **Fall Schedule** September to December 2017

Register online

www.masshousing.com/TAPtraining

Introducing TAP's Housing 4-Pack

- TAP's new **Housing 4-Pack** is designed to meet the needs of a range of professionals who work with people living in or applying to housing communities.
- Register for all 4 or only 1 or 2 depending on your learning needs and goals.

Registration Fees

- General public \$60 half day, \$85 full day
- Staff of local housing authorities \$45 half day, \$60 full day
- Staff of TAP member sites FREE*



www.masshousing.com/TAP

Housing 4-Pack One: Housing Literacy **new!**

9/13/17, 8:45 - 3:30 Colonial Estates, 1 Beacon Circle, Springfield

Enriching Your Understanding of the Experience of Aging **new!**

9/15/17, 8:45 - 1:00 Coleman House, 677 Winchester st, Newton

Understanding the Impact of Trauma and Addressing the Needs of Youth and Families **new!**

9/19/17, 8:45 - 4:00 Coes Pond, 39 First st, Worcester

Reasonable Accommodations Level 1: What You Need to Know

9/27/17, 8:45 - 3:30 Moorings at Squantum Gardens, 420 East Squantum st, Quincy

Housing 4-Pack Two: Screening and Tenant Selection **revised!**

10/11/17, 8:45 - 3:30 Colonial Estates, 1 Beacon Circle, Springfield

Using the Unit Inspection Process to More Effectively Address Hoarding

10/19/17, 8:45 - 1:00 Merrivista, 100 Water st, Haverhill

Housing 4-Pack Three: HUD's Occupancy Handbook for RSCs, Maintenance Professionals, and Service Providers **revised!**

10/25/17, 8:45 - 3:30 Colonial Estates, 1 Beacon Circle, Springfield

Fair Housing Basics for All Site Staff

10/31/17, 8:45 - 1:00 Charlesview, Josephine Fiorentino Comm. Ctr., 123 Antwerp st Ext., Brighton

Understanding Addiction, Emerging Drug Trends & the Opioid Crisis

11/3/17, 8:45 - 1:00 Charlesview, Josephine Fiorentino Comm. Ctr., 123 Antwerp st Ext., Brighton

Introduction to Domestic Violence, Dating Violence, Sexual Assault and Stalking **new!**

11/8/17, 8:45 - 1:00 New Academy Estates, 2908 Washington st, Roxbury

Housing 4-Pack Four: My Rent is What?! **new!**

11/15/17, 8:45 - 1:00 Colonial Estates, 1 Beacon Circle, Springfield

Alcohol and Drugs in Housing: What to Know and What to Do

12/1/17, 8:45 - 4:00 Charlesview, Josephine Fiorentino Comm. Ctr., 123 Antwerp st Ext., Brighton

Housing Protections for Victims of Domestic Violence, Rape, Sexual Assault and Stalking **new!**

12/5/17, 8:45 - 3:30 New Academy Estates, 2908 Washington st, Roxbury

Reasonable Accommodations Level 2: Hot Topics

12/7/17, 8:45 - 3:00 Moorings at Squantum Gardens, 420 East Squantum st, Quincy

Understanding Federal and State Health Insurance Programs **updated!**

12/14/17, 8:45 - 1:00 Coes Pond, 39 First st, Worcester

TAP Management Training

Registration Information

Register online at www.masshousing.com/TAPtraining

Registration Fees:

General public	\$60 half day, \$85 full day
Staff of local housing authorities	\$45 half day, \$60 full day
Staff of TAP member sites	FREE registration*

To Pay by Check:

- **Include name of person(s) registered**
- Make check payable to MassHousing/TAP
- Mail check to:

MassHousing Community Services
P.O. Box 415825
Boston, MA 02241-5825

* Free registration is a TAP membership benefit, available to developments overseen by MassHousing, visit www.masshousing.com/TAP for more information.

Many of our offerings have waitlists. If you are unable to attend or send a replacement, please inform us as soon as possible, so others may attend. Please note:

Refund Policy: There are no registration fee refunds.

If you are unable to attend, you may send a replacement or, if you notify us at least 3 business days prior to the training date, you may attend a future training within the same or next season of offerings. For example, if you registered for a Fall training and cancel, you may attend another Fall or Winter training.

Cancellation Policy: All cancellations are to be made no less than 3 business days prior to the training date or you will be billed for the full course amount and no credit given to attend future trainings.

If you do not cancel your registration and do not attend or send a replacement and you owe a balance, your future registrations may be blocked until this balance is paid.

This policy applies to all registrants, including TAP members.

Additional Information

- Scholarships available, contact Carol St.Cyr at cstcyr@masshousing.com
- Confirmation of course registration is essential for attendance.
- In case of inclement weather, call 617.854.1077 after 5:00am on training day for cancellation information.
- For individual accessibility needs, contact cstcyr@masshousing.com or VP 866.758.1435 more than one week before training.

Questions? Contact TAPregistration@masshousing.com or 617.854.1090

The logo for TAP (Training and Professional Development) is displayed in large, white, outlined letters on a blue background.



TAP Management Training Descriptions September to December 2017

Introducing the Housing 4-Pack *new!*

TAP is pleased to offer a new format of trainings called the **Housing 4-Pack**. This is designed to meet the needs of a range of property management company employees as well as service providers with clients living in or applying to housing communities. The 4 trainings are scheduled so they can be taken as a learning continuum or in an a la carte format. Register for all 4 or only 1 or 2 depending on your learning needs and goals. **Debbie Piltch** of Piltch Associates is the instructor of the **Housing 4-Pack** trainings which will be held this fall in Springfield.

Housing 4-Pack One: Housing Literacy, September 13

Housing 4-Pack Two: Screening and Tenant Selection, October 11

Housing 4-Pack Three: HUD's Occupancy Handbook for RSCs, Maintenance Professionals and Service Providers, October 25

Housing 4-Pack Four: My Rent is What?!, November 15, 2017

-Please see specific descriptions of each offering-

September

Housing 4-Pack One: Housing Literacy *new!*

What is affordable housing? What is public housing? What is assisted housing? What is a mobile voucher? What is a project based subsidy? What is a housing program? LIHTC, what? What are income limits? What is AMGI?

Like every industry, affordable housing has its own vernacular. If you are new to working in affordable housing or working with clients living in or applying to affordable housing, trying to navigate the basics can be frustrating, a waste of resources, and possibly lead to housing instability for vulnerable populations. This introductory level course is a great base for other housing related trainings, as a reinforcement of acquired knowledge or a solid foundation for working in or with housing. Includes 100-page participant guide with housing search resources.



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

TAP Membership is available to developments overseen by MassHousing, visit www.masshousing.com/TAP

Training Registration is online, go to www.masshousing.com/TAPtraining

Instructor: Debbie Piltch, Piltch Associates

Date: September 13, 2017

Time: 8:45am to 3:30pm

Location: Colonial Estates, 1 Beacon Circle, Springfield

Parking: There is plenty of parking at the Colonial Estates Community Center. Follow signs to Leasing/Management Center.

Cost: \$85 General public, \$60 staff of local housing authorities, and Free for staff of TAP member sites

Enriching Your Understanding of the Experience of Aging (H) *new!*

Through interactive discussion and presentation, participants will come away with a better understanding of their own personal experience of aging and ageism and how that relates to the residents they serve. Expectations about aging will be discussed; both the normal challenges of aging and the problems that can be associated with aging faced by many older adults including: dementia, mental illness, and social isolation. The workshop will offer practical strategies to support healthy aging and highlight positive aspects of aging and the important role that community plays in awakening meaning and purpose during this important stage of life.

This course fulfills the HUD RSC training requirement under the subject area – The Aging Process.

Instructors: Robin Krawczyk and Margie Sokoll, Jewish Family & Children's Service

Date: September 15, 2017

Time: 8:45am to 1:00pm

Location: Coleman House, 677 Winchester Street, Newton

Parking: Park in first dirt lot on right as you drive up the hill or in the JCHE parking lot.

Cost: \$60 General public, \$45 staff of local housing authorities, and Free for staff of TAP member sites

Understanding the Impact of Trauma and Addressing the Needs of Youth and Families (C, H) *new!*

More and more research is emerging on the impact of trauma within families. This training will cover the core essential elements of understanding trauma, the neurobiology of trauma, and the impact on individuals and communities. Course topics include information about how to identify those living with trauma, recognize early warning signs, and deescalate situations. In support of those living in housing communities, participants will learn how to provide trauma-informed services. *This course fulfills the HUD RSC training requirement under the subject area – Mental Health Issues.*

Instructor: Sophie Godley, Boston University School of Public Health

Date: September 19, 2017

Time: 8:45am to 4:00pm

Location: Coes Pond, 39 First Street, Worcester

Parking: Visitor parking is first lot on right. Entrance to community room is at back of building.

Cost: \$85 General public, \$60 staff of local housing authorities, and Free for staff of TAP member sites



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

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Reasonable Accommodations Level 1: What You Need to Know (C, H)

This training is for those who have very little knowledge of reasonable accommodations and fair housing for people with disabilities or for those who just need a refresher. As a basic level course on fair housing for people with both physical and mental disabilities, it will cover the application of reasonable accommodation throughout the occupancy cycle including application, occupancy, and eviction. A combination of lecture, discussion questions, basic case studies, and other interactive exercises ensure participants get the most out of this course. Includes MassHousing's Reasonable Accommodations Handbook. **Note: This course is a prerequisite to all other MassHousing TAP reasonable accommodations related courses.** *This course fulfills the HUD RSC training requirement under the subject area – Disability Services.*

Instructor: Helena Padellaro, MassHousing

Date: September 27, 2017

Time: 8:45am to 3:30pm (New training time)

Location: Moorings at Squantum Gardens, 420 East Squantum Street, Quincy (management office) where the green awning is.

Cost: \$85 General public, \$60 staff of local housing authorities, and Free for staff of TAP member sites



Reasonable Accommodations Level 2: Hot Topics, Fair Housing Basics for All Site Staff, and Using the Unit Inspection Process to More Effectively Address Hoarding

October

Housing 4-Pack Two: Screening and Tenant Selection *revised!*

What is eligibility? What is suitability? A TSP? What are mitigating circumstances? What does HUD's recent guidance on criminal backgrounds mean? What can managers ask about criminal, drug and alcohol history? What are preferences? What evidence can applicants provide to counteract a negative tenancy history, criminal background or poor credit?

Housing providers must follow certain requirements when screening applicants while balancing fair consideration of the individual applicant and the possible negative consequences for the development as a whole if a person is admitted and engages in lease-violating behavior. Good screening of applicants results in successful tenancies – a win for all.

Instructor: Debbie Piltch, Piltch Associates

Date: October 11, 2017

Time: 8:45am to 3:30pm

Location: Colonial Estates, 1 Beacon Circle, Springfield

Parking: There is plenty of parking at the Colonial Estates Community Center. Follow signs to Leasing/Management Center.

Cost: \$85 General public, \$60 staff of local housing authorities, and Free for staff of TAP member sites



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

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Using the Unit Inspection Process to More Effectively Address Hoarding (C)

This training is for housing and service professionals who have a basic knowledge of working with people who hoard. The Uniform Inspection Checklist (UIC) will be introduced as an effective protocol for all parties involved at any stage of a hoarding case process. Participants will learn how the UIC allows for assessment and planning while providing reasonable and measurable outcomes with clear and consistent expectations and guidelines for rectifying and maintaining a safe and sanitary home environment. The Harm Reduction approach in conjunction with the UIC will also be introduced.

Instructor: Eileen Dacey, North Shore Center for Hoarding & Cluttering

Date: October 19, 2017

Time: 8:45am to 1:00pm

Location: Merrivista, 100 Water Street, Haverhill

Parking: Available out front on horseshoe driveway or employee parking lot behind the building.

Cost: \$60 for General public, \$45 for staff of local housing authorities, and Free for staff of TAP member sites



Reasonable Accommodations Level 1: What You Need to Know

Housing 4-Pack Three: HUD's Occupancy Handbook for RSCs, Maintenance Professionals, and Service Providers *revised!*

What is the Occupancy Handbook? How is it organized? Why is it so important? Why is it so enormous?!

This workshop will provide a framework for understanding various types of HUD multifamily housing programs. Participants will learn about HUD's directive system while spending significant time on the contents of HUD's Multifamily Housing Handbook, the 4350.3 Rev-1. Topics covered include tenant selection eligibility and suitability requirements, rent calculations, the recertification process, interim **certifications**, the Enterprise Income Verification System and the lease.

Instructor: Debbie Piltch, Piltch Associates

Date: October 25, 2017

Time: 8:45am to 3:30pm

Location: Colonial Estates, 1 Beacon Circle, Springfield

Parking: There is plenty of parking at the Colonial Estates Community Center. Follow signs to Leasing/Management Center.

Cost: \$85 General public, \$60 staff of local housing authorities, and Free for staff of TAP member sites



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

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Fair Housing Basics for All Site Staff (C)

Housing providers, including **all site staff**, must comply with fair housing laws. Rights and responsibilities of fair housing laws related to onsite management practices will be discussed. Specific topics include resident interactions during application, occupancy, and termination. All protected classes with a focus on people with disabilities will also be covered.

Instructor: Helena Padellaro, MassHousing

Date: October 31, 2017

Time: 8:45am to 1:00pm

Location: Charlesview, Josephine Fiorentino Comm. Ctr., 123 Antwerp Street Ext., Brighton

Parking: Parking is open and free on Western Avenue, Antwerp Street Extension and the side streets off Antwerp Street Extension.

Cost: \$60 for General public, \$45 for staff of local housing authorities, and Free for staff of TAP member sites



Reasonable Accommodations Level 1: What You Need to Know and Reasonable Accommodations Level 2: Hot Topics

November

Understanding Addiction, Emerging Drug Trends & the Opioid Crisis (C, H)

This informative training will discuss addiction and its impact on individuals with addictions as well as those affected by them. Current and emerging trends in addiction will be included along with treatment and resources. Special attention will be given to the opioid epidemic in Massachusetts that occurs in all communities. Overdose reversal, including a Narcan demonstration will be included. This course will also provide information about other drugs including designer drugs like Molly and synthetic marijuana, as well as the identification of paraphernalia for drugs of abuse. *This course fulfills the HUD RSC training requirement under the subject area – Medication/Substance Abuse.*

Instructor: Susan B. Hillis, AdCare Hospital of Worcester, Inc.

Date: November 3, 2017

Time: 8:45am to 1:00pm

Location: Charlesview, Josephine Fiorentino Comm. Ctr., 123 Antwerp Street Ext., Brighton

Parking: Parking is open and free on Western Avenue, Antwerp Street Extension and the side streets off Antwerp Street Extension.

Cost: \$60 for General public, \$45 for staff of local housing authorities, and Free for staff of TAP member sites



Alcohol and Drugs in Housing: What to Know and What to Do



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

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Introduction to Domestic Violence, Dating Violence, Sexual Assault and Stalking *new!*

Housing providers often struggle with how to help survivors. Is something happening with this resident? Why does it seem to keep happening? What can I do to help? This course is intended to provide housing professionals with a foundation for understanding and working with applicants and residents who are survivors of domestic violence, dating violence, sexual assault and/or stalking. Participants will learn about the cycle of violence, the pattern of power and control, the impact of these traumatic experiences, and the resources and community partners available to provide assistance. This course complements the VAWA implementation course focusing on HUD's Final Rule, required notices, emergency transfers and plans, lease bifurcations, reporting and recordkeeping.

Instructors: Stephanie Brown, Casa Myrna and Clare Namugga, Boston Area Rape Crisis Center

Date: November 8, 2017

Time: 8:45am to 1:00pm

Location: New Academy Estates, 2908 Washington Street, Roxbury

Parking: Street parking

Cost: \$60 General public, \$45 staff of local housing authorities, and Free for staff of TAP member sites



Housing Protections for Victims of Domestic Violence, Rape, Sexual Assault and Stalking

Housing 4-Pack Four: My Rent is What?! *new!*

What is considered income? How is rent calculated? How can increases in income effect rent? Rents in affordable housing are calculated in a number of different ways depending on the financing and subsidy of a particular development or unit. Residents and clients often approach the resident services coordinator and/or service provider with questions about how their rent is calculated. This course is meant to provide the background, tools and knowledge to ensure accurate answers and help that actually helps!

Instructor: Debbie Piltch, Piltch Associates

Date: November 15, 2017

Time: 8:45am to 1:00pm

Location: Colonial Estates, 1 Beacon Circle, Springfield

Parking: There is plenty of parking at the Colonial Estates Community Center. Follow signs to Leasing/Management Center.

Cost: \$60 General public, \$45 staff of local housing authorities, and Free for staff of TAP member sites



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

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December

Alcohol & Drugs in Housing: What to Know and What to Do (C, H)

This training introduces intervention techniques for dealing with alcohol and drug abuse, including heroin and opioids, in the context of housing developments. Participants will examine how their own attitudes towards substance abuse affect the way they perceive their role as a service provider. They will learn how to recognize alcohol and drug abuse and what they can and cannot do about it, including how to stage an intervention and properly document a case for eviction when necessary. *This course fulfills the HUD RSC training requirement under the subject area – Medication/Substance Abuse.*

Instructors: La Verne Saunders, Dorrington & Saunders, LLC, Lisa Morishanti, Trinity Management, and Helena Padellaro, MassHousing

Date: December 1, 2017

Time: 8:45am to 4:00pm

Location: Charlesview, Josephine Fiorentino Comm. Ctr., 123 Antwerp Street Ext., Brighton

Parking: Parking is open and free on Western Avenue, Antwerp Street Extension and the side streets off Antwerp Street Extension.

Cost: \$85 General public, \$60 staff of local housing authorities, and Free for staff of TAP member sites



Understanding Addiction, Emerging Drug Trends & the Opioid Crisis

Housing Protections for Victims of Domestic Violence, Rape, Sexual Assault and Stalking *new!*

The Violence Against Women Act (VAWA) Reauthorization Act of 2013 extended protections against housing discrimination or eviction due to domestic violence, dating violence, stalking, or sexual assault to tenants in federally assisted housing. In 2016, HUD issued the final rule in relation to the VAWA reauthorization which further outlined the responsibilities of housing providers. Additionally, in 2013 the Commonwealth of Massachusetts passed “An Act Relative to Housing Rights for Victims of Domestic Violence, Rape, Sexual Assault and Stalking” which provides housing protections to all tenants in the Commonwealth. This course will outline the differences between the protections provided by VAWA and those provided by the state law, and discuss documentation requirements and other practical issues. Protections afforded to victims under the fair housing laws will also be discussed.

Instructor: Debbie Piltch, Piltch Associates

Date: December 5, 2017

Time: 8:45am to 3:30pm

Location: New Academy Estates, 2908 Washington Street, Roxbury

Parking: Street parking

Cost: \$85 General public, \$60 staff of local housing authorities, and Free for staff of TAP member sites



Introduction to Domestic Violence, Dating Violence, Sexual Assault and Stalking



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

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Reasonable Accommodations Level 2: Hot Topics (C, H)

A basic understanding by participants of fair housing and reasonable accommodations will be assumed and required. Specific hot topics covered include PCA's, assistance animals, verification letters, medical marijuana, unit transfer requests, and handicap parking spaces. Participants will learn how to address some of the recurring themes in reasonable accommodation requests that can end up causing a lot of uncertainty and frustration. **Note: "Reasonable Accommodations Level 1: What You Need to Know" is a prerequisite.** This course fulfills the HUD RSC training requirement under the subject area – Disability Services.

Instructor: Helena Padellaro, MassHousing

Date: December 7, 2017

Time: 8:45am to 3:30pm

Location: Moorings at Squantum Gardens, 420 East Squantum Street, Quincy

Parking: Take a left into parking lot and park in spots facing the water. Enter building (management office) where the green awning is.

Cost: \$85 General public, \$60 for staff of local housing authorities, and Free for staff of TAP member sites



Reasonable Accommodations Level 1: What You Need to Know and Fair Housing Basics for All Site Staff

Understanding Federal and State Health Insurance Programs (C, H) **updated!**

Learn about federal and state health insurance programs for elders and people with disabilities that impact the resident service coordinator's job. This course will cover many areas of health insurance, including specific programs such as Medicare/Medicare Part D, MassHealth, Medicare Savings Programs and Prescription Advantage. Representatives from SHINE, Prescription Advantage and the ADRC Program from the Executive Office of Elder Affairs and from MassHealth will present information about the Massachusetts and federal healthcare programs and other programs for people with limited resources, ensuring resident access to accurate, unbiased and up-to-date information about health insurance options. *This course fulfills the HUD RSC training requirement under the subject area – Federal and State Entitlements.*

Instructors: Cindy Phillips, Kathy Devine, and Marylouise Gamache, Executive Office of Elder Affairs

Date: December 14, 2017

Time: 8:45am to 1:00pm

Location: Coes Pond, 39 First Street, Worcester

Parking: Visitor parking is first lot on right. Entrance to community room is at back of building.

Cost: \$60 General public, \$45 staff of local housing authorities, and Free for staff of TAP member sites



Additional suggested trainings that work well with this training

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COMING SOON

Be on the lookout for these Winter and Spring '18 training opportunities!

Fair Housing Basics for All Site Staff

Housing 4-Pack

Housing Protections for Victims of Domestic Violence, Rape, Sexual Assault and Stalking

Introduction to Domestic Violence, Dating Violence, Sexual Assault and Stalking

Liability Issues Related to Providing Resident Service Coordination

Managing Conflict on Site Utilizing Effective Dispute Resolution Skills

Mental Health First Aid

Overview of Adolescence: Understanding Risk & Opportunity through a Developmental Perspective

Social Bullying: Assessing and Intervening with Older Adults



Additional suggested trainings that work well with this training

(C) Social Work Continuing Education Unit (CEU) available

(H) Fulfills HUD Resident Service Coordinator Training Requirements

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