



## TAP Management Training **Spring Schedule** April to June 2018

Register online

[www.masshousing.com/TAPtraining](http://www.masshousing.com/TAPtraining)

### TAP 2018!

If your site has not yet joined TAP 2018, consider enrolling it now!

[www.masshousing.com/TAP](http://www.masshousing.com/TAP)

Benefits include:

- Management Trainings
- Community Services Conference
- Resident Programs
- Dispute Resolution

TAP membership is available to housing developments financed or overseen by MassHousing.

**Save-the-Date**

**Community Services Conference**

**Wednesday, June 13, 2018**

Four Points by Sheraton  
Norwood

**Topic:  
Older Adults in  
Community**

*In partnership with the  
Executive Office of  
Elder Affairs*

**Accessing Services for Elders** **revised!**

4/4/18, 8:45 - 1:00 Autumn Woods, 15 Upland Gardens Drive, Worcester

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

4/11/18, 8:45 - 1:00 Colonial Estates, 1 Beacon Circle, Springfield

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

4/13/18, 8:45 - 3:30 Coes Pond, 39 First Street, Worcester

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

4/18/18, 8:45 - 1:00 New Academy Estates, 2908 Washington Street, Roxbury

**Understanding Addiction, Emerging Drug Trends & the Opioid Crisis**

4/27/18, 8:45 - 1:00 Colonial Estates, 1 Beacon Circle, Springfield

**Introduction to Hoarding Intervention: What You Need to Know** **revised!**

5/10/18, 8:45 - 4:00 Georgetowne Homes, 400A Georgetowne Drive, Hyde Park

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

5/11/18, 8:45 - 3:30 Coes Pond, 39 First Street, Worcester

**Acquired Brain Injury: Overview, Strategies, & Resources** **new!**

5/17/18, 8:45 - 1:00 Urban Edge, 1542 Columbus Avenue, Roxbury

**Strategies for Dealing with Cognitive Impairments** **new!**

5/22/18, 8:45 - 1:00 Moorings at Squantum Gardens, 420 East Squantum Street, Quincy

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

5/24/18, 8:45 - 3:30 Coes Pond, 39 First Street, Worcester

**Alcohol & Drugs in Housing: What to Know and What to Do** **revised!**

5/31/18, 8:45 - 4:00 Colonial Estates, 1 Beacon Circle, Springfield

**Motivational Interviewing** **new!**

6/5/18, 8:45 - 3:30 Coleman House, 677 Winchester Street, Newton

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

6/8/18, 8:45 - 1:00 Coes Pond, 39 First Street, Worcester

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

6/15/18, 8:45 - 3:30 Colonial Estates, 1 Beacon Circle, Springfield

**Understanding Autism Spectrum Disorder** **new!**

6/19/18, 8:45 - 1:00 Peter Sanborn Place, 50 Bay State Road, Reading

# TAP Management Training

## Registration Information

Register online at [www.masshousing.com/TAPtraining](http://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

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 [estcyr@masshousing.com](mailto:estcyr@masshousing.com)
- Confirmation of course registration is essential for attendance.
- For individual accessibility needs, contact [estcyr@masshousing.com](mailto:estcyr@masshousing.com), use our videophone at 857.366.4157 or relay at 711 at least one week before training.
- In case of inclement weather, call 617.854.1077 after 5:00am on training day for cancellation information.

Questions? Contact [TAPregistration@masshousing.com](mailto:TAPregistration@masshousing.com) or 617.854.1090

\* Free registration is a TAP membership benefit, available to developments overseen by MassHousing, visit [www.masshousing.com/TAP](http://www.masshousing.com/TAP) for more information.

The logo for TAP (Training and Professional Development) is displayed in a large, bold, blue font with a white outline, set against a blue gradient background.



## TAP Management Training Descriptions

**April to June 2018**

Training Registration is online, go to [www.masshousing.com/TAPtraining](http://www.masshousing.com/TAPtraining)

### April

#### **Accessing Services for Elders (H) *revised!***

How do you connect residents to in-home and supportive services? An overview of available services will be presented including case management, personal care, home health services, housekeeping, laundry, meals, transportation, companionship, legal assistance, financial management and more. The Massachusetts Home Care Program will be featured to help resident service coordinators connect elder residents to much needed services. *This course fulfills the HUD RSC training requirement under the subject area – Elder Services.*

**Instructors:** Representatives from Elder Service Organizations including Home Care, Protective Services, Family Caregiver Support and MassOptions

**Date:** April 4, 2018

**Time:** 8:45am to 1:00pm


**Location:** Autumn Woods, 15 Upland Gardens Drive, Worcester

**Parking:** Once on Upland Gardens Drive from Upland Street, take second left into parking lot. (Alternatively, from Spoffard Street take fifth right into parking lot.) Community Building is first building on right as you enter lot.

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

#### **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.

 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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**Instructor:** Brittany Gordon, YWCA of Springfield

**Date:** April 11, 2018

**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

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

### **Housing 4-Pack One: Housing Literacy**

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.

**Instructor:** Debbie Piltch, Piltch Associates

**Date:** April 13, 2018

**Time:** 8:45am to 3:30pm


**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

### **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 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.*

 *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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**Instructors:** Cindy Phillips, Kathy Devine, Marylouise Gamache, Executive Office of Elder Affairs, and Victoria Howard, Massachusetts College of Pharmacy and Health Services

**Date:** April 18, 2018

**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

### **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:** April 27, 2018

**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 for General public, \$45 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

### **May**

#### **Introduction to Hoarding Intervention: What You Need to Know *revised!***

Hoarding presents challenges for property managers, resident service coordinators, maintenance staff and others. This training will provide an understanding of factors impacting a resident's hoarding issue, easy to use assessment tools, recommendations for improving communication with resident's that hoard, as well as information about who to reach out to for intervention assistance.

**Instructor:** Jesse Edsell-Vetter, Metro Housing | Boston

**Date:** May 10, 2018

**Time:** 8:45am to 4:00pm

**Location:** Georgetowne Homes, 400A Georgetowne Drive, Hyde Park

**Parking:** Parking available in lots. When you walk in the foyer, the Community Room is the door on left.



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

### **Housing 4-Pack Two: Screening and Tenant Selection**

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:** May 11, 2018

**Time:** 8:45am to 3:30pm

**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

### **Acquired Brain Injury: Overview, Strategies, & Resources (H) *new!***

Learn about acquired brain injury (ABI) and how to effectively support residents who have had brain injury caused by events after birth, such as a fall, a road accident, tumor and stroke. This training will define and explore the different categorizations and potential causes of ABI. The impact a brain injury has on cognitive, physical, and emotional functioning in terms of the area in the brain where damage occurred, will be discussed, along with the importance of screening for and identifying brain injury. Strategies will be provided for improving services for brain injury survivors living in our housing communities. Finally, participants will gain knowledge about where and how to access services, resources, and support for brain injury survivors and caregivers. *This course fulfills the HUD RSC training requirement under the subject area – Strategies for Dealing with Cognitive Impairments.*

**Instructor:** Liz Harnois, Brain Injury Association of Massachusetts


**Date:** May 17, 2018

**Time:** 8:45am to 1:00pm

**Location:** Urban Edge, 1542 Columbus Avenue, Roxbury

**Parking:** Visitor parking lot or public transportation as located across the street from Jackson Square T stop

**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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### **Strategies for Dealing with Cognitive Impairments (H) *new!***

Sometimes as we age, changes in memory and cognition affect day-to-day functioning. This training provides housing and service professionals strategies to help identify, understand and respond to residents who are experiencing cognitive changes. Workshop participants will gain a better understanding of how to use their communication and other skills to help residents balance a safe living environment with maintaining their independence. Through discussion, videos, and role-playing, participants will learn how to help residents continue to live at home, ensure fewer evictions related to behavioral or safety issues, and increase overall positivity and quality of life for the residents and housing community. *This course fulfills the HUD RSC training requirement under the subject area – Strategies for Dealing with Cognitive Impairments.*

**Instructors:** Marjorie Thomsen and Dana Yalin, Boston University School of Social Work

**Date:** May 22, 2018

**Time:** 8:45am to 1:00pm

**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) at green awning.

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

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

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:** May 24, 2018

**Time:** 8:45am to 3:30pm

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

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:** May 31, 2018

**Time:** 8:45am to 4:00pm

**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:** \$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

## **June**

### **Motivational Interviewing (H) *new!***

Motivational Interviewing, as developed by William Miller, Ph.D. and Stephen Rollnick, Ph.D. is a set of principles and strategies designed to increase motivation to change unhealthy behaviors. This MI workshop has been developed to introduce participants to the overall philosophy, or “spirit of MI” and to increase participant’s effectiveness when talking to residents about changing unhealthy behaviors, i.e. use of alcohol and other drugs, medication non-adherence, hoarding, etc. resulting in behaviors that violate the lease by adopting MI principles and strategies. Skills practice is included. *This course fulfills the HUD RSC training requirement under the subject area – Strategies for Communicating Effectively in Difficult Situations.*

**Instructors:** Lee Ellenberg and Angela Cooper, Boston Medical Center, MASBIRT Training and Technical Assistance


**Date:** June 5, 2018

**Time:** 8:45am to 3:30pm

**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:** \$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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### **Housing 4-Pack Four: My Rent is What?!**

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:** June 8, 2018

**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

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

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 fair housing laws will also be discussed.

**Instructor:** Debbie Piltch, Piltch Associates


**Date:** June 15, 2018


**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

 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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## **Understanding Autism Spectrum Disorder (H) *new!***

Property Managers and RSCs encounter residents who have children with autism spectrum disorder (ASD), as well as, autistic adults. Participation in this workshop will assist staff in understanding the impacts of ASD on children, adolescents, and adults and how to interpret behaviors and communications accurately to effectively support them in maintaining successful tenancies. Strategies to de-escalate situations and how to communicate with a resident with ASD who is having a difficult time will be reviewed. Participants will also be introduced to the Autism Commission and the Autism Omnibus Law and services available from state agencies.

*This course fulfills the HUD RSC training requirement under the subject area – Disability Services.*

**Instructors:** Carolyn J. Kain, Judith Ursitti, Catherine Boyle, Autism Commission and Lea Hill, Department of Developmental Disabilities (DDS)

**Date:** June 19, 2018

**Time:** 8:45am to 1:00pm

**Location:** Peter Sanborn Place, 50 Bay State Road, Reading

**Parking:** Parking available on site.

**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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