



## TAP Management Training **Fall Schedule** September to December 2018

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

### TAP Management Training



Trainings focus on the intersection of social issues and affordable housing and are tailored to property management and social service staff.

**Virtual Dementia Tour coming soon!**



MassHousing's Community Services Department will soon begin offering property management staff a unique experiential learning opportunity to help them better serve residents experiencing dementia. **Details coming soon!**

**Understanding Federal and State Health Insurance Programs** <sup>updated!</sup>  
9/12/18, 8:45 - 1:00 Colonial Estates, 1 Beacon Circle, Springfield

**Reasonable Accommodations Level 1: What You Need to Know**  
9/18/18, 8:45 - 3:30 Coes Pond, 39 First Street, Worcester

**Introduction to Motivational Interviewing** <sup>new!</sup>  
9/21/18, 8:45 - 3:30 Charlesview, Josephine Fiorentino Comm. Ctr.,  
123 Antwerp Street Ext., Brighton

**Liability Issues Related to Providing Resident Service Coordination**  
9/26/18, 8:45 - 1:00 Peter Sanborn Place, 50 Bay State Road, Reading

**Social Bullying: Assessing and Intervening with Older Adults**  
10/10/18, 8:45 - 1:00 Charlesview, Josephine Fiorentino Comm. Ctr.,  
123 Antwerp Street Ext., Brighton

**Introduction to Domestic Violence, Dating Violence, Sexual Assault and Stalking**  
10/23/2018, 8:45 - 1:00 Coes Pond, 39 First Street, Worcester <sup>new!</sup>

**Understanding and Working with Preteens, Teens and Young Adults**  
10/26/18, 8:45 - 1:00 Peter Sanborn Place, 50 Bay State Road, Reading

**Reasonable Accommodations Level 2: Hot Topics**  
10/30/18, 8:45 - 3:30 Coes Pond, 39 First Street, Worcester

**Opioid Overdose Prevention and Rescue Training** <sup>new!</sup>  
11/7/18, 8:45 - 1:00 Urban Edge, 1542 Columbus Avenue, Roxbury

**Tips and Techniques for Supporting Elders with Mental Illness**  
11/16/18, 8:45 - 1:00 Simon C. Fireman Community, 640 North Main Street, Randolph

**Understanding and Working with Residents with Dementia** <sup>new!</sup>  
11/27/18, 8:45 - 1:00 Prospect Heights, 41 Chestnut Street, Holyoke

**It's All About Me: Actively Participating in My Own Transformation** <sup>new!</sup>  
11/28/18, 8:45 - 4:00 Peter Sanborn Place, 50 Bay State Road, Reading

**Housing Protections for Victims of Domestic Violence, Rape, Sexual Assault and Stalking**  
12/4/18, 8:45 - 3:30 Lincoln Village at The Victoria Center,  
116 Country Club Boulevard, Worcester

**Understanding Implicit Bias** <sup>new!</sup>  
12/5/18, 8:45 - 1:00 Urban Edge, 1542 Columbus Avenue, Roxbury

**Introduction to Motivational Interviewing** <sup>new!</sup>  
12/7/18, 8:45 - 3:30 Fall River Housing Authority, 220 Johnson Street, Fall River

**Using the Unit Inspection Process to More Effectively Address Hoarding**  
12/12/18, 8:45 - 1:00 Prospect Heights, 41 Chestnut Street, Holyoke

**Building Community Through Outreach and Resident Engagement** <sup>new!</sup>  
12/14/18, 8:45 - 3:30 Moorings at Squantum Gardens, 420 East Squantum Street, Quincy

# 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
Government and Non-Profit	\$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

- Confirmation of course registration is essential for attendance.
- For individual accessibility needs, contact [csteyr@masshousing.com](mailto:csteyr@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 Assistance Program) is displayed in large, white, outlined letters on a blue background in the bottom right corner of the page.



## TAP Management Training Descriptions

**September to December 2018**

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

### September

#### **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.*

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

**Date:** September 12, 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 Government and Non-Profit, and Free for Staff of TAP Member Sites

#### **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.*

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

**Instructor:** Helena Padellaro, MassHousing

**Date:** September 18, 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 Government and Non-Profit, and

Free for Staff of TAP Member Sites

 Reasonable Accommodations Level 2: Hot Topics

### **Introduction to Motivational Interviewing (C, 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:** September 21, 2018

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

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

**Parking:** Parking available on Western Avenue, Antwerp Street Extension, Justinian Way and Gould Street

**Cost:** \$85 General Public, \$60 Government and Non-Profit, and

Free for Staff of TAP Member Sites

### **Liability Issues Related to Providing Resident Service Coordination (C, H)**

Managers and service coordinators will learn how to deliver resident services in accordance with federal, state, and local laws and program requirements. Course topics will include but not be limited to a detailed overview of issues concerning reasonable accommodation, defining your role as a service coordinator, discrimination and disabilities, privacy and tort liability, record keeping, reporting and confidentiality. *This course fulfills the HUD RSC training requirement under the subject area – Legal Liability Issues Relating to Providing Service Coordination.*


**Instructor:** Debbie Piltch, Piltch Associates

**Date:** September 26, 2018

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

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

p. 2 of 9

 *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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**Parking:** Available on site

**Cost:** \$60 General Public, \$45 Government and Non-Profit, and Free for Staff of TAP Member Sites

## October

### **Social Bullying: Assessing and Intervening with Older Adults (C)**

This workshop will describe social bullying among older adults and will differentiate social bullying from other bad behavior. Participants will learn common characteristics of bullies and those likely to be targeted. Assessment and intervention strategies will be discussed that involve the entire community, including bystanders, in creating a welcoming and accepting community. Role plays will be utilized as well as other interactive activities. The intersection of applicable fair housing requirements will also be discussed.

**Instructor:** Robin Krawczyk, Jewish Family & Children's Service

**Date:** October 10, 2018

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

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

**Parking:** Parking available on Western Avenue, Antwerp Street Extension, Justinian Way and Gould Street

**Cost:** \$60 General Public, \$45 Government and Non-Profit, and Free for Staff of TAP Member Sites

### **Introduction to Domestic Violence, Dating Violence, Sexual Assault and Stalking (C) *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.

**Instructor:** Rachel Matos, Voices Against Violence/SMOC

**Date:** October 23, 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 Government and Non-Profit, and Free for Staff of TAP Member Sites

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

p. 3 of 9

 *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 and Working with Preteens, Teens and Young Adults (C)**

Adolescents are a work in progress physically, socially, and emotionally. Few other moments in childhood are as crucial in forming a strong, coherent sense of self, confidence in one's abilities, and secure, stable relationships with peers, parents, and trusted adults. Property managers, resident service coordinators, and service providers can provide adolescents with the opportunities for healthy development. This training covers the journey of adolescence through a developmental perspective including physical, emotional, and social changes, risks, and resiliencies. Strategies for working with youth will be reviewed and practiced. *Meets HUD's recommended training for RSCs in family housing under the subject area – Youth Services.*

**Instructor:** Sophie Godley, Boston University School of Public Health

**Date:** October 26, 2018

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

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

**Parking:** Available on site

**Cost:** \$60 General Public, \$45 Government and Non-Profit, and Free for Staff of TAP Member Sites

### **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:** October 30, 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 Government and Non-Profit, and Free for Staff of TAP Member Sites

 Reasonable Accommodations Level 1: What You Need to Know

 *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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## November

### **Opioid Overdose Prevention and Rescue Training (C) *new!***

The opioid crisis continues to impact our affordable housing developments and their surrounding communities. This training is designed to help staff prepare for and be able to respond to opioid overdose emergencies. Participants will learn what opioids are, how to recognize an overdose, how Naloxone works, and how to intervene in an opioid overdose. Participants will also get an overview of the principles of harm reduction, explore the Stages of Change Framework, learn about motivational interviewing techniques, and understand the importance of safety planning with clients/residents.

**Instructor:** Gracie Rolfe, Opioid Overdose Prevention Training Project, Health Resources in Action

**Date:** November 7, 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 Government and Non-Profit, and Free for Staff of TAP Member Sites

### **Tips & Techniques for Supporting Elders with Mental Illness (C, H)**

This interactive training will review the most common mental health challenges experienced by residents in elderly housing (dementia, depression, anxiety, psychosis-hallucinations and delusions). The focus will be on early identification, how to develop a plan involving the resident, family, staff and community partners, and what to do when the plan doesn't work. De-escalation techniques, including helpful ways to communicate with someone exhibiting troubling behavior, and suggested language to help people manage complex behaviors and demanding situations will be reviewed. Case examples and the "Guide for Staff in Housing for Older Adults" will be used throughout the day. *This course fulfills the HUD RSC training requirement under the subject area – Mental Health Issues.*

**Instructor:** Robin Krawczyk, Jewish Family & Children's Service

**Date:** November 16, 2018

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

**Location:** Simon C. Fireman Community, 640 North Main Street, Randolph

**Parking:** Available on site

**Cost:** \$60 General Public, \$45 Government and Non-Profit, 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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### **Understanding and Working with Residents with Dementia (C, H) *new!***

Residents can experience varying forms of dementia which can impact their tenancies in different ways. This interactive training will walk participants through several dementia related modules beginning with an overview of the different forms and symptoms of dementia. Participants will then focus on effective communication strategies, understanding dementia related behaviors and safety planning. Finally, participants will leave with an understanding of abuse, neglect and self-neglect as well as resources available in the community. *This course fulfills the HUD RSC training requirement under the subject area – Strategies for Dealing with Cognitive Impairments.*

**Instructors:** Meghan Lemay and Heather Jagadowski, Alzheimer’s Association, Massachusetts/New Hampshire Chapter

**Date:** November 27, 2018

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

**Location:** Prospect Heights, 41 Chestnut Street, Holyoke

**Parking:** Park in Prospect’s lot that is on the right of the building.

**Cost:** \$60 General Public, \$45 Government and Non-Profit, and Free for Staff of TAP Member Sites

### **It’s All About Me: Actively Participating in My Own Transformation *new!***

Self-focus and self-care are integral parts of our personal and professional development. Self-focus is not a choice of either focusing on self or focusing on others. Instead, it is a way to do both. Without the ability to self-focus, working in affordable housing may lead to feeling ineffective and dissatisfied or what some may call “burnt out.” Through interactive activities and exercises, participants will have an opportunity to:

- Distinguish between self-focused, self-centered and selfishness
- Explore options and begin practicing how to become a more active participant in their re-creation
- Become inspired to lovingly and humbly stand up for self
- Reconcile missed opportunities and regrets
- Select one area in their lives where they will intentionally begin a process to become more self-focused

**Instructors:** La Verne Saunders and L. Eric Miller, Social Policy Network, LLC

**Date:** November 28, 2018

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

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

**Parking:** Available on site

**Cost:** \$85 for General Public, \$60 Government and Non-Profit, and Free for Staff of TAP Member Sites



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## December

### 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:** December 4, 2018

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

**Location:** Lincoln Village at The Victoria Center, 116 Country Club Boulevard, Worcester

**Parking:** Available in Victoria Center lot or street parking on Country Club Boulevard

**Cost:** \$85 General Public, \$60 Government and Non-Profit, and

Free for Staff of TAP Member Sites



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

### Understanding Implicit Bias *new!*

Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. In housing, this can affect interactions with both staff and residents as well as applicants. Participants will gain an understanding of what implicit bias is, how it functions and how it affects our decision making in our work. Through reflective activities, open conversations, and facilitative exercises participants will be encouraged to confront their own biases in their personal and professional lives and learn skills to move the conversation forward in everyday life.

**Instructor:** Lisa Markland, Consultant

**Date:** December 5, 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 Government and Non-Profit, and

Free for Staff of TAP Member Sites



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### **Introduction to Motivational Interviewing (C, 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:** December 7, 2018

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

**Location:** Fall River Housing Authority, 220 Johnson Street, Fall River

**Parking:** Available on site

**Cost:** \$85 General Public, \$60 Government and Non-Profit, and Free for Staff of TAP Member Sites

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

This training is for housing and service professionals who work with residents who hoard. The first part is a refresher for those who have had previous hoarding training and an introduction for those who have no prior training. The Uniform Inspection Checklist (UIC) and the Harm Reduction approach will be introduced as effective protocols 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.

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

**Date:** December 12, 2018


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

**Location:** Prospect Heights, 41 Chestnut Street, Holyoke

**Parking:** Park in Prospect’s lot that is on the right of the building.

**Cost:** \$60 for General Public, \$45 Government and Non-Profit, and Free for Staff of TAP Member Sites

 Reasonable Accommodations Level 1: What You Need to Know

 *Additional suggested trainings that work well with this training*

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## **Building Community Through Outreach and Resident Engagement *new!***

Do you find it challenging to "get" residents to participate in community building events? Join us to learn techniques and strategies to enhance participation through creative outreach and community/resident engagement tactics. This interactive training will identify various types of outreach including both resident and community outreach. Participation in this workshop will help discover the who, what, why, when and where of outreach and resident/community engagement. Participants will leave with new ways to "get" residents excited about participating in community events and programs and learn strategies to attract resident participation in assisting the property management team with coordinating and facilitating events and programming. Please come to the training prepared to share your successes as well as your challenges in "getting" residents to participate.

**Instructor:** Anne F. Moriarty, Program and Community Development Consultant

**Date:** December 14, 2018

**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) at green awning.

**Cost:** \$85 for General Public, \$60 Government and Non-Profit, and Free for Staff of TAP Member Sites



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