

Signature Course Catalog



GWEN VOLK **INFOCUS**, INC.

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Special Programs

◆ Understanding HOME

Format: Full Course (recommended): Two-part Webinar – 90 minutes each or half-day workshop - Includes review of income, assets, allowances, over-income tenant adjusted income and rent calculations, calculating rent when combined with LIHTC.

Reader's Digest Version: 90-minute – 2-hour webinar or conference session - Omits the Full Course inclusions listed above and briefly touches on blended subsidy issues.

Focus: The HOME program is unique. While some of its rules sound a little like Section 8 rules and others sound a little like tax credit rules, HOME compliance works very differently from both of those programs. So whether you are dealing only with HOME or working on a project that combines HOME with tax credits or Section 8, understanding the HOME program is essential. This course covers HOME funding, Low HOME and High HOME Income limits and rents, "fixed" versus "floating" HOME units, leases, inspections, qualifying households, recertification requirements, calculating rent at recertification, documenting and calculating income, effects of combining LIHTC HOME on income limits, rents, compliance, noncompliance, and concludes with a quiz to find out what you have learned.

◆ Are You Ready for RAD?

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: HUD's Rental Assistance Demonstration (RAD) program, created in 2012, is having an impact on public housing and HUD's Rent Supplement, RAP and Mod Rehab projects. This voluntary "preservation" program is helping to stop the loss of affordable housing. It is also providing new opportunities for experienced affordable housing developers, managers and agents from the private sector to partner with PHA's. As of October 2015, HUD had closed RAD transactions on 189 public housing properties as well as 131 Rent Supplement, RAP, and Mod Rehab projects. This transaction converted more than 34,000 units to a Section 8-style platform. And HUD has to convert another 160,000 PHA units and all remaining Rent Supplement, RAP and Mod Rehab units. Learn what RAD is, how it changes the properties that convert, and how your skills may be needed in this ambitious effort to leverage private capital to preserve assets and offer residents greater choice and mobility.

Blended Programs

◆ The Challenges of Managing Combined Funding Properties:

Format: Basic: 90-minute webinar or a 1¼ - 1½ hour conference session.

Advanced: 6-hour stand-alone Workshop

Focus: HUD and RD are encouraging and Owners are increasingly turning to the use of multiple funding programs to acquire and recapitalize affordable housing properties. This session provides an in-depth review of the potential conflicts and challenges of managing such combinations and encourages the participants to think through and resolve typical problems they may encounter. The course covers more than 40 areas of difference among the compliance rules and processes managers encounter when owners mingle project-based Section 8, older HUD programs, Rural Development, HOME, Housing Choice Vouchers, Low Income Housing Credit, Tax-Exempt Bonds, and the Rental Assistance Demonstration (RAD) program.

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◆ The Student Rules: Keeping Them Straight

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Every program has its own student rules - all can be confusing - both individually and when programs are combined. The webinar breaks down the rules for Section 8, LIHC, Bond, Rural Development, HOME, RAD, and other programs. A real-world practicality will be included as a sample of "Student Rule Challenges" are presented and solved throughout the course.

◆ Calculating Income with Blended Financing

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: This course reviews the methods of income calculation for the Section 8 and Tax Credit programs and highlights the differences that can and will produce different income calculations for each program. We will also discuss documenting the file(s), and explaining to residents why you are asking them to sign conflicting income certifications.

◆ Blended Program Challenges: Student Eligibility, Over-Income, and Rents

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: An overview of the areas of difference when LIHTC, HOME, Section 8, Bond, and RD programs are blended plus a closer look at managing the differences in student eligibility rules, treatment of over-income households, and rent calculation.

HUD Program Compliance

◆ Basic HUD Occupancy aka "New Manager Class"

Format: One-day Course (6 hours of training)

Focus: For newly hired managers or those with no HUD experience as well as those needing a refresher course on the basics and the latest updates. This course covers eligibility requirements, the application process, resident selection and wait list, calculating and verifying income and allowances, annual and interim adjustments, and best practices. Mini-quizzes and case studies are included to reinforce the learning. Students will need a current copy of the 4350.3 Rev.1

◆ Intermediate HUD Occupancy

Format: Two-day Course (12 hours of training)

Focus: This course covers the entire 4350.3 Rev 1. Mini-quizzes and case studies are included to reinforce the learning. Perfect for those who have basic HUD occupancy knowledge but lack experience and aren't ready to take a certification course such as the CPO or COS. Also, a great refresher for those who already have these designations but want to brush up their knowledge. Students will need a current copy of the 4350.3 Rev.1.

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◆ HUD Occupancy Refresher and Challenges

Format: One-day Course (6 hours of training)

Focus: A.M. session reviews basics of HUD occupancy including program and project eligibility, income, assets, allowances and adjusted income and concludes with a “putting it all together” case study. P.M. session reviews annual and interim recertification, special issues when terminating assistance and subsidy, screening new applicants in compliance with HUD’s criminal background guidance, MOR-proofing your tenant selection plan, and an update on HUD’s new guidance and rules. At day end, the instructor tackles the questions submitted throughout the day in the “everything you wanted to know but were afraid to ask” Question Box. Students will need a current copy of the 4350.3 Rev.1.

◆ Terminations in Subsidized Housing: Assistance and Tenancy

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: For subsidized tenants, there are three types of termination: termination of housing assistance by the owner, termination of tenancy by the owner, and termination of tenancy by the tenant. HUD devotes an entire chapter of the 4350.3 Rev 1 (Chapter 8) to this complex topic and understanding when and how to apply the rules can be confusing. This session clearly explains the differences between the grounds, procedures and timelines for each type of termination and includes a discussion of how EIV discrepancies and repayment agreements come into play for both termination of assistance and termination of tenancy.

◆ Understanding Base-Line and Factor-Based Analysis under HUD’s New Utility Allowance Procedures

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Learn how HUD’s new Utility Analysis base-line analysis works, how to calculate and apply a factor-based analysis in year’s 2 and 3, and when and how to phase-in decreases. Understand the significance of the tenant comment period for both base-line and factor based analyses. Learn what HUD expects, what you are and are not required to provide to HUD or the PBCA, and how to determine if the factor-based analysis is sufficient.

◆ Interviewing Applicants for Move-in – It’s an Art and a Science

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: Learn how to effectively and efficiently conduct the all-important (and HUD-required) applicant interview to ensure that subsidy goes to families who need it and in the correct amounts. This course covers how to establish rapport, gain trust, and ask the right questions in the right way while ensuring a consistent scripted approach to prevent costly fair housing mistakes. The class will discuss how to handle specific situations and spot the “red flags”, and students will practice responding to situations and conversations that commonly occur.

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◆ Medical Deduction

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: If I buy my medications in Mexico, can I deduct the trip as a medical expense? Using the handbook language, numerous examples and a case study, this course covers the who, what, why and how of the medical deduction. who qualifies, what does, does not, and/or sometimes counts, how to verify, how to calculate expense and the final deduction.

◆ The Owner Handbooks – What You Don't Know Can Hurt You

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: There is more to owning or managing a HUD financed or subsidized property than knowing the 4350.3. This course highlights the key requirements of the “other” handbooks: HUD 4381.5 The Management Agent Handbook, 4350.1 Multifamily Asset Management and Project Servicing, 4370.2 Finance Operations and Accounting Procedures for Insured Properties, 4370.1 Reviewing Annual and Monthly Financial Reports. A must for owners and management agents who are new to HUD programs and a valuable refresher for those who are not.

◆ The Management and Occupancy Review (MOR): Ready, Set, Go!

Format: One-day Course (6 hours of training); Also available in a Half-day version

Focus: The Management and Occupancy Review (MOR) is how HUD proves to taxpayers and to Congress that subsidy dollars are being wisely spent. So, whether performed by HUD, the PBCA, or CA, owners and managers are held to a high standard before, during and after the review. This course will cover the MOR process including notification and scheduling, submission of materials for the desk review, the on-site review, the exit interview, the summary report, and responding to and appealing findings. We will review the MOR Road Map (the 9834 form) and explain the scoring system, and you will learn when and how to prepare, pitfalls to avoid, and what to do when the reviewer gets it wrong.

◆ Waiting List Management

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Knowing the regulations and processes for managing a HUD property waiting list are put to the test in an MOR. More importantly, they are key to staying in compliance with Fair Housing laws. This webinar will review creating and maintaining, opening and closing, placing families with disabled members, documenting changes, updating waiting list information, removing names from the waiting list, reinstating applicants to the list, and record-keeping.

◆ Tenant Selection Basics

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Much has changed since our last MOR's back in 2011 and your PBCA is looking to make sure you have kept pace with the changes. This course will cover required, allowed, and prohibited screening practices, income targeting, preferences, implementing your occupancy standards when placing tenants, accepting applicants for the waiting list, approval for occupancy, rejecting applicants,

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how reasonable accommodation and VAWA notification play a part in the process, and making sure you are in compliance with your updated tenant selection plan.

Low Income Housing Credits

◆ Basic Tax Credit Occupancy

Format: One-day Course (6 hours of training)

Focus: For newly hired managers or those with no HUD experience as well as those needing a refresher course on the basics and the latest updates. This course translates the complexity of the program into plain language that even the newest manager can understand – answering the questions: “What is a housing credit?” and “How does the program differ from other programs?” The course covers eligibility requirements (including the student rule), the application process, calculating and verifying income, maintaining compliance (including the available unit rule, annual recertification and more) and best practices. Mini-quizzes and case studies are included to reinforce the learning.

◆ Tax Credit Occupancy Certification Prep Course

Format: Two-day Course (12 hours of training + 2 hours on day two for the SHCM exam)

Focus: This course covers program regulations, unit eligibility, applicant eligibility and certification, monitoring and compliance. Mini-quizzes and case studies are included to reinforce the learning. Designed for those taking the SHCM exam. Also, a great refresher for those who already have a tax credit designation but want to brush up their knowledge. Slides are keyed to NAHMA’s Housing Credit Management Study Guide for the SHCM program for those AHMA’s who wish to include it in their registration fees.

◆ LIHTC Occupancy: From Basic to Black Belt:

Format: One-day Course (6 hours of training)

Focus: A.M. session reviews six key requirements for managing an LIHTC property, plus minimum set-asides, applicable fraction, annual recertification and tips on maintaining compliance. P.M. session reviews special rules (available unit, vacant unit, and transfers), Non-§42 regulations impacting LIHTC properties (criminal background, VAWA, nuisance ordinances, LEP, quid pro quo and hostile environment harassment), correcting non-compliance, your state agency’s requirements, and proposed changes to the student rule and set-asides. At day end, the instructor tackles the questions submitted throughout the day in the “everything you wanted to know but were afraid to ask” Question Box.

◆ Managing the LIHTC Utility Allowance

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: Making a mistake in the calculation or timing of a utility allowance and/or failing to analyze the effect on tenant rents can be costly. In this class, you will learn: how utility allowances affect your rents, what methods are allowed by the IRS and by your state, how they work, what makes the most sense for your property, If, when, why and how you can or should change the method you are using, how other funding sources /HUD/RD/HOME) affect your choices, your responsibilities to the tenant, to the owner, and the monitoring agency.

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◆ LIHTC “Unit Rules”:

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: Master the special unit rules of the tax credit program: The Available Unit rule, The Vacant Unit rule, The Unit Transfer rule and the Manager Unit rules. A straightforward, practical discussion of the rules that make the tax credit program challenging – especially on mixed income properties - with lots of examples and the opportunity to practice applying these rules in real-life situations.

◆ Section 42 Non-Compliance: How it Happens and How to Repair

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: The IRS 8823 Guide lists the 17 types of non-compliance that state agencies must report to the IRS. Learn the common mistakes that lead to non-compliance, how to avoid them, how to repair them if they occur and the penalties that are incurred for each. The webinar includes a “test your knowledge” exercise to see what you have learned.

◆ LIHTC Recertification In-Depth

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: Recertification can be a difficult task for the tax credit property: “HUD isn’t paying my rent so why do I have to recertify?” This course takes an in-depth look at the requirements and timing of annual and other recertification’s as well as the 140% (Next Available Unit) Rule, unit transfers, and changes in household composition. We will also tackle the special challenges with resyndication and for properties with blended financing, and prevention and cures for delinquent annuals.

◆ Master the Applicant Interview (Protect the Owner’s Credits)

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: The program is unforgiving when an unqualified applicant is moved into a housing credit unit. There are no second chances once you have moved them in and a well-conducted interview is insurance against non-compliance. This course covers how to establish rapport, gain trust, and ask the right questions in the right way while ensuring a consistent scripted approach to prevent costly fair housing mistakes. The class will discuss how to handle specific situations and spot the “red flags”, and students will practice responding to situations and conversations that commonly occur.

◆ Handling an MOR on a Tax Credit Property

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: With so many HUD properties recapitalizing with tax credits, managers are now faced with state agency compliance audits as well as Management and Occupancy Reviews by the PBCA. This session will review the keys to a successful MOR and discuss the special issues that arise when your property is layered with tax credits.

◆ Transitioning to Tax Credits

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

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Focus: The owner informs you that she is adding a layer of tax credits to your Section 8 property to provide funds for capital improvements and modernization. “You already know how to do Section 8,” she adds. “How hard could it be?” How does the change effect your residents, your applicants, and your management practices?

◆ Tax Credit: Student Rules

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: What does the IRS have against full-time students? We will answer that question and examine the rules they impose and exceptions they make so your tax credit property doesn't turn into a college dorm. Some of these rules make sense and some of them don't. But to remain in compliance and protect the owner's credits, you have to know how to apply them at move-in and what to do when an existing resident turns out to be (or into) a full-time student.

◆ Tax Credit: Restrictions and Set-Asides

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: What makes a tax credit property a tax credit property? What makes a unit a tax credit unit? This session reviews the minimum set-aside and applicable fraction and the basic restrictions that every unit must meet to be qualified for credits: income, rent, utility allowance, habitability, and more.

◆ Tax Credit: Calculations and Verifications

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: Because we don't do “interims” on a tax credit tenant, anticipating annual income (especially on move-in) is critical. This means we need consistency and accuracy in interpreting verifications and calculating the income that is disclosed and not be tempted to over-calculate income “just to be safe”. This session will cover best practices for verifications and calculations, what the IRS and your state monitoring agent require, and how to defend your calculations in a file audit.

Fair Housing

◆ Fair Housing Timely Topics

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: On August 3,2017 the Senate approved a new assistant secretary for FHEO. Who is Anna Maria Farias and what will her agenda be for FHEO? Join us for an update on this and other timely topics including a how the rise in hate crimes and misuse of social media are leading to fair housing complaints. We will examine the latest court cases and complaints involving assistance animals, criminal background screening, LEP, VAWA, and more. Find out HUD's current stance on AFHMPs both for existing properties and new RAD and tax credit deals. Ask your burning questions on Fair Housing and get the answers you need in order to stay in compliance.

◆ Fair Housing: The Letter and the Spirit

Format: 90-minute conference session (perfect for a "general session")

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Focus: An interactive look back at the origins and evolution of Fair Housing laws in the United States: Where we are, how we got here, and where we might be headed. This is not a "nuts and bolts" course - it is a course designed to re-energize jaded housing providers to approach the rules in the spirit of the law. This course is interactive and engaging including a "Price is Right" style intro with prizes, a matching game of dates and events, and an inspirational Power Point.

◆ Complying with VAWA: The Final Rule – 2018 Update

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Are you up to speed with HUD's "Additional Guidance" issued June 30, 2017 on the Final Rule for the Violence Against Women Act? The Final Rule was effective December 16, 2016 and included requirements to implement new forms and new rules. It included HUD's Model Transfer Plan and requirements which Owner's and Agents were to implement by no later than June 14, 2017. The additional guidance included significant changes to the transfer plan requirements and gave real-world examples of how HUD thinks it should work. In addition, VAWA now applies to all HUD, Rural Development, and IRS Section 42 (tax credit) housing developments – although not all states have stepped up to the challenge and are waiting on the IRS. This course simplifies the current and pending rules and shows managers how to comply. Students are also challenged to decide how they would respond to typical scenarios.

◆ Fair Housing Case Studies: Wait, Wait, Don't Tell Me!

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: You've been trained ad nauseam on Fair Housing, right? So, let's put that book-learning to use with some real-life challenges you face on site. The answer is right on the tip of your tongue. Or is it?

◆ Fair Housing for Maintenance Workshop

Format: Half-day – conference add-on or stand-alone

Focus: Maintenance personnel come into contact with residents more than anyone else on site. And if they aren't careful, their interaction with a resident or a potential resident could be misunderstood and result in a fair housing violation. The workshop reviews fair housing basics from a maintenance team perspective and takes a look at typical situations where the well-intentioned maintenance person could be at risk of violating fair housing laws, ways to handle these without discriminating, and the importance of documentation. This interactive session includes how to fair-housing-proof your maintenance procedures, communicating with tenants who don't speak your language or are hearing-impaired, what to do if a tenant has a communicable disease, how to deal with clutter, what to do about suspected child abuse and more . . .

◆ Fair Housing: Maintenance Do's and Don'ts

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Maintenance personnel come into contact with residents more than anyone else on site. And if they aren't careful, their interaction with a resident or a potential resident could be misunderstood and result in a fair housing violation. This session takes a look at typical situations where the well-intentioned maintenance person could be at risk of violating fair housing laws, ways to handle these without discriminating, and the importance of documentation.

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◆ Fair Housing Maintenance Challenges: Sexual Harassment, Limited English Proficiency, Disabilities, Clutter and more

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Maintenance staff are in contact with residents more than anyone else on site. And if they aren't careful, their interaction with a resident or a potential resident could be misunderstood and result in a fair housing violation. This session focuses on typical situations where the well-intentioned maintenance person could be at risk and ways to handle these without discriminating. We'll discuss communicating with tenants who don't speak your language or are hearing-impaired, how to deal with clutter, and how to handle being accused of or being the victim of sexual harassment.

◆ How to Write an (Approvable) AFHMP

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Managers should not need a course in statistics or even an MBA to develop an AFHMP that meets the requirements of the current 935.2A form. Using HUD's instructions, the webinar takes the participants through the process of completing a sample AFHMP including how to obtain and interpret the census data, how to identify community contacts and work with the field office, and how to expedite the approval process. Gwen has prepared, reviewed and revised dozens of AFHMP's for national companies and non-profits in numerous states – for HUD, RD and even state agencies that require them. Let her show you how it's done.

◆ Beyond the AFHMP

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: So you've written your Affirmative Fair Housing Marketing Plan and HUD has approved it. Now what? This course teaches you how to implement and train staff on the plan, keep and organize records, track results, and prove ongoing compliance. We will also discuss how to perform the 5-year review of the plan and how to determine if the plan needs to be revised, and how to report the changes or lack of changes to HUD.

◆ 504 Coordination

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: The penalty for non-compliance with Section 504 is loss of all federal funding. The responsibility for coordinating 504 compliance applies to all covered properties – regardless of the number of employees and regardless of whether or not you have one person named as the "504 Coordinator". This course teaches the duties and responsibilities that properties must fulfill, who must perform them, how to define the specific role of a 504 coordinator when one is required, and how to manage 504 monitoring and compliance efficiently and effectively to prevent complaints and findings.

◆ Fair Housing: 101

Format: Half/day workshop

Focus: Fair Housing basics plus problem solving exercises and activities. Includes (1) Why Fair Housing? (2) Protected Classes and Prohibited Activities, (3) Section 504, (4) Familial Status (5)

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Persons with Disabilities, and (6) Key differences among HUD, HOME, RD, LIHTC, and Conventional property rules.

Format: 90-minute conference sessions or webinars as listed below:

Fair Housing Focus: Protected Classes and Prohibited Activities

Fair Housing Focus: Section 504 Basics

Fair Housing Focus: Familial Status

Fair Housing Focus: Persons with Disabilities

Fair Housing Focus: Key Differences among HUD, HOME, RD, LIHTC and Conventional Rules

◆ Fair Housing Essentials (What You Don't Know Can Hurt You)

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: An informative introduction to those new to the industry and an excellent refresher for seasoned professionals, this course includes

Why Fair Housing?; Protected Classes and Prohibited Activities; Section 504 and ADA; Key Differences - HUD, HOME, RD, LIHTC, Conventional; and What's New in Fair Housing – VAWA Final Rule, “new” LEP, and more.

◆ Reasonable Accommodation

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Live-in aids, assistance animals, assigned parking . . . Fair Housing laws require owners/managers of rental housing to make reasonable accommodations for persons with disabilities when a rule, policy or practice interferes with the person's right to use and enjoy their dwelling or when an accommodation will enable the tenant to comply with the lease, house rules and other requirements of tenancy. What is reasonable? What is necessary? When and how do you verify that the accommodation is related to the disability? What are the limitations on the Owner/Manager responsibility to provide the accommodation? What do you do when lease violations persist or result from the accommodation? Get the answers to these and other questions by reviewing the applicable laws and applying them to real-world examples and solutions.

◆ Accessibility Requirements

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Fair Housing Act Accessibility Guidelines (FHAAG), Americans with Disability Act Accessibility Guide (ADAAG), Uniform Federal Accessibility Standards (UFAS). Which ones apply to HUD? RD? Tax Credits? Conventional Market Rate properties? What are the requirements for new construction? For existing properties? What makes a property “new”? And most importantly - which ones apply to my property and what does that mean for me?

◆ LEP Plans and Fair Housing

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: HUD recently reminded us that failure to provide meaningful access to persons with Limited English Proficiency could be a violation of the Fair Housing Act. Why? Because national origin is a protected class. HUD and RD properties are required to periodically look at the LEP profile of their

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residents and market area and update their plan to provide meaningful access. But even a tax credit or market rate property could be in trouble if LEP persons face barriers to applying. Come to this session and learn what to do about LEP.

◆ Disparate Impact: What the Courts are Telling Us

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: In Fair Housing law, "disparate impact" can occur when a seemingly neutral policy or practice tends to deprive the members of one protected class an equal opportunity to rent and enjoy a dwelling. Disparate impact isn't anything new - it is a basic principal of Fair Housing Law. But ever since HUD issued new guidance on disparate impact and the Supreme Court better defined it, Fair Housing advocates, aggrieved persons and their attorneys have been filing complaints against providers of housing based on "disparate impact discrimination." This course is a practical look at disparate impact, how it relates to the prohibited activities under the Fair Housing laws, and how recent court cases are treating these claims.

Affordable Housing Extra

◆ COQ Made Easy [FREE]

Format: 90-minute webinar hosted by you or by GWEN VOLK INFOCUS, INC.

Focus: Do you have an unfinished Communities of Quality application under a pile on your desk? Have you been procrastinating on even starting one? This workshop takes the mystery, fear, dread and anxiety out of the COQ application process. Learn how to:

- (1) pre-qualify your property before starting the paperwork,
- (2) identify categories where you may be lacking,
- (3) develop a strategy to obtain the points you need, and
- (4) set up a "who does what, when & how" schedule with a target date for submitting your application.

◆ Service Programs on a Shoestring

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: Not everyone is lucky enough to have professional service coordinator on staff. Nor can all properties afford to hire an outside service contractor to coordinate their activities. Tax credit properties and bond properties generally come with a requirement for programs to enrich the quality of life of residents but generally do not have budgets that provide much to invest in such things. Take it from someone whose properties won two national awards- largely for their outstanding service programs - without benefit of large budgets or professional service coordination: You too can do quality programs on a shoestring.

◆ Communicating Effectively: I Can't Hear You! (There's a Banana in My Ear)

Format: 90-minute webinar or 1¼ - 1½ hour conference session.

Focus: Communication is a skill and an art - especially when it comes to having to communicate complicated and sometimes unpleasant realities to the resident of an affordable housing property. Role playing, shared success stories and rules for keeping your cool, participants will learn how to come out an ally instead of an adversary to those residents that have a lot of "issues".

SIGNATURE COURSE CATALOG

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◆ Do the Right Thing - Property Management Ethics

Format: 90-minute webinar or 1¼ - 1½ hour conference session

Focus: Doing the right thing isn't always obvious and frequently isn't easy. Subscribing to a professional "code of ethics" is important, but understanding and applying that code to real world situations requires study and practice. This course goes beyond the codes with straight talk about doing the right thing.