



National Association of Housing and Redevelopment Officials

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DAY 1

Introduction

- Welcoming
- Expectations
- Objectives

Your Personnel and Board

- Agency Plan
- Work Flow Analysis
- Work Assignments
- Compensation
- Cross Training
- Creating and Maintaining an Effective-Relationship with Your Board
- Distinction between Policy and Administration

Planning for New Ventures

- The Planning Function
- A Strategic Planning Model and Process
- The Bryson Model of Strategic Planning
- Steps to Achieve a Strategic Plan
- Sample

Professional Ethics

- Accountability
- Ethics Checklist
- Ethical Guidance: Where do I look?
- Class Exercise: Ethics

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Effects of QHWRA

- Agency Plan
- Admissions and Eligibility
- Selection and Admission
- Changes = Options
- The Operating Fund
- Adjustment for Regulatory and Operating Environment
- Asset Management

HCV Administration

- Important Tasks
- Record Retention
- Oversight of Screening
- Quality Control
- Fraud and Program Abuse
- Working as a Team
- Sample Letters

DAY 2

Recap of Day One & Questions on Homework Reading Assignment

Case Studies

- *Case Study Resource Materials*
- Negotiations
- Public Housing Occupancy
- Financial Management
- Capital Fund
- Maintenance
- Resident Services

Wrap-Up