

Hearing Officer Workshop

March 28 - 29, 2012, Blairsville, PA

This new Nan McKay and Associates seminar covers all aspects of public housing and Housing Choice Voucher hearings. It is being presented for the first time in this mid-Atlantic region—and at a *very affordable cost*.

The workshop's goals are to help participants clearly understand the roles and functions of a hearing officer. It begins with a review of HUD regulations and guidance and how a PHA's policies and grievance procedures determine how regulations are implemented at the PHA. The trainer will walk participants through coordinating and conducting orderly and fact-based hearings. Commonly heard issues, working with advocacy groups, the 504 coordinator and reasonable accommodation will be addressed. In small groups and individually, participants will read cases, practice making and writing decisions, including citing appropriate regulations and PHA policies. Attendees may choose to take the optional certification exam, following the completion of the course.

Nan McKay's trainer Cara Gillette is leading this workshop. She is the firm's Professional Development Manager and Senior Associate, with considerable experience in training and course development, public housing management and operations. Her career includes serving as public housing director, resident initiatives director, ombudsman and eligibility supervisor at the San Diego Housing Commission and positions with nonprofit social service organizations. She holds a B.S. in business administration and M.S. in counseling education.

Seminar Cost	Seminar Registration	Hotel Registration
Seminar (2 days): \$325 per person (Fee includes course materials, breaks, and lunches on both days.) Optional exam: \$150 (After seminar, attendees can arrange with Nan McKay to take the exam online, at a time of their choosing. Details will be provided at the seminar.)	Due: Thursday, March 1 Return enclosed registration form with check payable to Western Pennsylvania Housing Directors Association.	Due: Monday, February 27 Hampton Inn Chestnut Ridge 62 Pine Ridge Road Blairsville, PA 15717 (adjacent to Chestnut Ridge Resort) Call 724-459-5920 and ask for the WPHDA rate of \$101 per night plus tax. This rate includes a hot breakfast buffet. (Tax-exempt agencies must present their certificates at check-in.)

Questions? Please contact Julie Kascal at 412.661.0591 or e-mail to jkascal@hotmail.com.

(See reverse side for detailed seminar agenda.)

This seminar sponsored by the Western Pennsylvania Housing Directors Association.

Agenda: Hearing Officer Workshop

March 28 - 29, 2012

DAY ONE

- 8:00 Registration**
- 8:30 Welcome and Overview**
- Introductions and seminar objectives
- 8:45 Introduction**
- Purpose of reviews and hearings
 - Basic responsibilities of the hearing officer
- HUD regulations – HCV program**
- § 982.554 applicants
 - § 982.555 participants
- HUD regulations – Public housing**
- § 960.208 applicants
 - 24 CFR Part 966 – public housing lease and grievance procedures
- 10:15 Break**
- 10:30 PHA Administrative Plan, ACOP and Lease**
- Internal hearing/grievance processes**
- Learning activity**
- 12:00 Lunch**
- 1:00 Coordinating hearings**
- Reasonable accommodation requests**
- Working with 504 coordinator
- Program elements**
- Program elements most commonly heard
 - Learning activity – scenarios
- 2:15 Break**
- 2:30 Working with advocacy groups**
- 5:00 End of day**

DAY TWO

- 8:00 Preparing for the hearing**
- Assessing the case
- Conducting orderly hearings**
- Processes and protocols – setting the ground rules
 - The discipline and practice of presiding over a hearing
- Making and writing hearing decisions**
- The decision – when, what and how
 - Timeliness, precision, clarity – and citations
- Hearing officer’s ongoing education**
- What happens after the hearing**
- The participant’s rights
 - The PHA’s rights
- 10:00 Break**
- 10:15 Scenarios and case studies**
- Group exercise
 - Review case, make decision with citation, explain decision
- 12:00 Lunch**
- 1:00 Case studies and writing practice**
- 4:00 Summary and review**
- 4:15 Certificates of participation award**
- 4:30 End of seminar**

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Registration Form

Authority _____

Address _____

Contact person _____

Phone _____ Fax _____ E-mail _____

REGISTRATION

Participant Name and Title

Optional certification exam
(check if registering)

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Total Registrations X \$325 _____ = \$ _____

Total Exams X \$150 _____ = \$ _____

Total Amount Due \$ _____

Please make checks payable to: Western Pennsylvania Housing Directors Association

Mail to: Western Pennsylvania Housing Directors Association, 1405 Browning Road, Pittsburgh, PA 15206

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