



TAP MANAGEMENT TRAINING COURSES

September to December 2007

COURSES

Accessing Services for Elders

*Spirituality and Aging:
The Search for
Meaning and Connection* **new!**

*Dollars and Sense in Property
Management*

*Effectively Integrating
Resident Service Programs
with Property Operations* **new!**

*Fair Housing Basics for
Maintenance Staff
(with Spanish interpreter)*

*Fair Housing Basics for
Site Staff*

Limited English Proficiency

*Managing Conflict on Site
Utilizing Effective Dispute
Resolution Skills*

*Providing and Accessing
Reasonable Accommodations*

*Understanding Federal and
State Entitlement Programs*

*Violence Against Women
Act (VAWA) and
Federal Housing Programs* **new!**

To Housing and Services Professionals:

There are some exciting professional development opportunities this fall, and we are eager for you to know about them. TAP, MassHousing's Tenant Assistance Program, is offering an excellent selection of half- and full-day Management Training Courses on various topics. We are also pleased to announce the next Community Services Conference, *"Thinking Outside the Box(es): A Housing, Service, Clinical and Enforcement Team Approach to Hoarding,"* to be held on December 12. Tailored to a variety of positions, including property managers, assistant managers, maintenance staff and resident service coordinators, TAP trainings are developed and updated on a regular basis. For example:

- *"Violence Against Women Act (VAWA) & Federal Housing Programs"* and *"Spirituality and Aging: The Search for Meaning & Connection"* are new this fall.
- Another new training, *"Effectively Integrating Resident Service Programs with Property Operations"* is scheduled with *"Dollars and Sense in Property Management"* designed especially for management and service teams.
- *"Fair Housing Basics for Maintenance Staff"* now includes a Spanish interpreter for all Spanish-speaking site staff.

TAP trainings are open to everyone with registration and payment of a modest fee. Special rates are offered to staff of housing authorities, and staff of TAP member sites have unlimited access to trainings without paying registration fees.

If your site is a TAP member, we can explore with you the possibility of scheduling a "closed" training at your site for a minimum of 15 attendees. You can discuss this with Carol St. Cyr at 617.854.1090. Also, your suggestions on topics, course content and diversity of TAP trainers are welcome, so please contact me at 617.854.1084 or lmcmahan@masshousing.com.

Sincerely,

Linda McMahan
Community Services Specialist

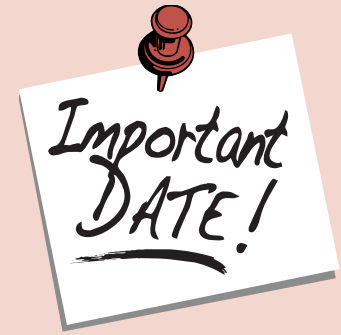


WHAT: Community Services Conference,
"Thinking Outside the Box(es): A Housing, Service,
Clinical and Enforcement Team Approach to Hoarding"

WHEN: Wednesday, December 12, 2007

WHERE: Best Western Royal Plaza, Marlborough, MA

For conference updates, go to www.masshousing.com/TAPtraining.



COURSE DESCRIPTIONS

The following two courses are offered as a full day combination or separately:

Accessing Services for Elders (CA, H)

Case management, personal care, home health services, housekeeping, laundry, meals, transportation, companionship, legal assistance, financial management and more – how do you connect residents to subsidized in-home and supportive services? Who is eligible for what? An overview of available services will be presented. The Massachusetts Home Care Program will be featured, to help you connect elder residents to much needed services. **Instructors:** Representatives from Elder Service Organizations

Date: Friday, November 9, 2007

Time: 8:45am - 12:30pm

Location: Autumn Woods, 15 Upland Gardens Drive, Worcester

Parking/Information: 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.

Spirituality and Aging: The Search for Meaning and Connection (CA) new!

What is spirituality and why is it an important part of aging? Participants will look at this developmental task of aging: the gathering of wisdom and making meaning out of one's life. We will explore the role of religion in spirituality, examine the different forms that spirituality may take, and consider how to encourage elderly to develop this key part of themselves. Included will be the role of creativity, music, and simple rituals and traditions that you may want to develop to mark events and major transitions. We will also consider how to enrich the lives of elderly residents by providing a variety of simple, non-threatening activities, and other resources. **Instructor:** Jeanne F. Martin, MSW, MTS, Ed.D.

Date: Friday, November 9, 2007

Time: 1:00pm - 3:30pm

Location: Autumn Woods, 15 Upland Gardens Drive, Worcester

Parking/Information: 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.

(C): Social Work Continuing Education Unit (CEU) available

(CA): Social Work Continuing Education Unit (CEU) application pending

(H): Fulfills HUD Resident Service Coordinator Training Requirements

The following two courses are offered as a full day combination or separately:

Dollars and Sense in Property Management (C)

This workshop is designed to provide managers, resident service coordinators and maintenance staff a greater understanding of their unique roles and responsibilities to help produce favorable outcomes at their site. We will calculate the costs associated with vacancy, unit turnovers and the unfavorable impact of time and dollars lost to re-occupancy and unanticipated expenses. We will also examine how funding cost-effective resident service programs creates a value to a development's stakeholders, including the owner, investors and residents; and how it produces a favorable impact on many conditions of the development, including financial health, administrative operations, physical plant and resident relations. *Attendees should bring a calculator to the workshop.* **Instructor:** Grace Swierk, Housing Resource Group, LLC

Date: Tuesday, September 25, 2007

Time: 8:45am - noon

Location: Braintree Village, 2 McCusker Drive, Braintree

Parking/Information: Community Building is the first building on right off McCusker Drive. Park in first parking lot on right. Enter community room through side entrance.



Effectively Integrating Resident Service Programs with Property Operations (CA) ^{new!}

This workshop is designed for both Resident Service and Property Management staff who are interested in developing and marketing a successful resident service program in their organizations. Participants will define the role of resident services, the activities of a service coordinator and how to determine the effectiveness of resident services at the site. We will discuss how to develop and align resident service goals to both the needs of the residents and the goals of the property and owners. We will also identify and clarify the roles and responsibilities between property management and resident services. *Participants should come prepared with knowledge of their site demographics, local provider resources, site budget, and overall goals for the property. Property Management and Resident Service Coordinator teams are strongly urged to attend together.* **Instructor:** Jo-Ann Barbour, MSW, LICSW

Date: Tuesday, September 25, 2007

Time: 1:00pm - 4:00pm

Location: Braintree Village, 2 McCusker Drive, Braintree

Parking/Information: Community Building is the first building on right off McCusker Drive. Park in first parking lot on right. Enter community room through side entrance.

(C): Social Work Continuing Education Unit (CEU) available

(CA): Social Work Continuing Education Unit (CEU) application pending

(H): Fulfills HUD Resident Service Coordinator Training Requirements

Fair Housing Basics for Maintenance Staff (with Spanish interpretation for up to 20 participants)

This training is for maintenance providers that desire to understand rights and responsibilities of fair housing laws as related to onsite maintenance practices. Housing providers, including maintenance staff, must comply with fair housing laws. While all housing personnel require training in fair housing laws, it is particularly important for front line maintenance and custodial staff to be trained because they often have the most contact with residents. All protected classes will be discussed, with a focus on people with disabilities. Specifics covered include resident interactions, universal health procedures, work orders and companion/service animals. **Instructor: Debbie Piltch, Piltch Associates**

Date: Wednesday, September 19, 2007

Time: 8:45am - 1:00pm

Location: Cedar Glen, 2 Elderberry Lane, Reading

Parking: Parking is available in the lots on either side of the office.

Fair Housing Basics for Site Staff (CA, H)

This training, a more general version of the one above, is for all site staff that desire to understand rights and responsibilities of fair housing laws as related to onsite management practices. Housing providers, including all site staff, must comply with fair housing laws. While all housing personnel require training in fair housing laws, it is particularly important for front line staff to be trained. All protected classes will be discussed, with a focus on people with disabilities. Specifics covered include resident interactions during application, occupancy, and termination. **Instructor: Debbie Piltch, Piltch Associates**

Date: Thursday, December 6, 2007

Time: 8:45am - 1:00pm

Location: The Pines, 469 Pine Grove Drive, Brockton

Parking: On street parking or in visitor spots in lot.

Limited English Proficiency (CA)

Executive Order 13166 and HUD Guidance requires all federal, local and state agencies that receive federal funding to ensure that people with Limited English Proficiency have meaningful access to their programs and services.

Through this course, housing providers will be provided with a basic explanation of LEP and their obligations under Title VI of the Civil Rights Act of 1964 in regards to LEP persons. Participants will receive and work through several written resources including a Sample Self Assessment and Planning Tool, a Sample Language Access Plan, and information regarding interpreting and translation services. Avoid discrimination complaints and/or findings by being knowledgeable about and compliant with this new topic. **Instructor: Debbie Piltch, Piltch Associates**

Date: Wednesday, September 5, 2007

Time: 8:45am - 1:00pm

Location: Allen Park, 251 Allen Park Rd., Springfield

Parking: Parking is available in the lots on either side of the office.

Managing Conflict on Site Utilizing Effective Dispute Resolution Skills (C, H)

When managed effectively, conflict leads to growth, understanding and new opportunities. This interactive workshop will focus on increasing participants' capacity to effectively resolve conflict that occurs both with and between colleagues and residents. We will also discuss mediation and provide resources for participants to use after the workshop with the goal of building participants' confidence and competence when resolving conflict. *Please note that this training fulfills the HUD RSC training requirement under the subject area - Strategies for Communicating in Difficult Situations.* **Instructor: Tad Mayer, Mediation Works Incorporated, Boston**

Date: Wednesday, November 28, 2007

Time: 8:45am - 4:00pm

Location: Blake Estates, 1344 Hyde Park Ave., Hyde Park

Parking: Parking is available in the Shaw's parking lot directly across the street. Please park in back.

(C): Social Work Continuing Education Unit (CEU) available

(CA): Social Work Continuing Education Unit (CEU) application pending

(H): Fulfills HUD Resident Service Coordinator Training Requirements

Providing and Accessing Reasonable Accommodations (C, H)

The Reasonable Accommodations for People with Physical and Mental Disabilities training was recently updated and revised. We've kept the best parts, but now include some basic case studies and other interactive exercises to ensure you get the most out of this half-day training. This course is for those who have very little knowledge of reasonable accommodations and fair housing for people with disabilities or for those who'd just like a refresher. **Instructors: Patricia Morris & Helena Padellaro, Community Services Department, MassHousing**

Date & Time: Wed., Oct. 3, 2007, 8:45am-1:00pm

Location: Autumn Woods, 15 Upland Gardens Drive, Worcester

Parking/Information: 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.

Understanding Federal and State Entitlement Programs (C, H)

Learn about federal and state entitlement programs for the elderly, people with disabilities, and veterans/veteran survivors that impact the resident service coordinator's job. This course will cover: public policies on aging beginning with the Older Americans Act, including the Executive Office of Elder Affairs and Councils on Aging; the Olmstead Act and the Departments of Mental Health and Mental Retardation; and Federal and State Fair Housing & Anti-Discrimination Laws. Featured programs include: Social Security Medicare, MassHealth, Prescription Advantage, Food Stamps, Veteran Survivors' Benefits and more. **Instructors: Fairlie Dalton, Northeast Housing Court, Lawrence; Marion Aspinall, SHINE Program; and an Agent from the Department of Veterans' Services**

Date & Time: Wed., Oct. 17, 2007, 8:45am-1:00pm

Location: Colonial Estates, One Beacon Circle, Springfield

Parking: Park in the main office parking lot

Violence Against Women Act (VAWA) and Federal Housing Programs (CA) new!

The Violence Against Women Reauthorization Act of 2005 (VAWA 2005) includes specific provisions protecting survivors of violence from denial, eviction and termination of federally subsidized public housing and Section 8 under certain circumstances. Public housing authorities, as well as owners participating in the Section 8 program, are required to comply. This course will explain VAWA's housing provisions and provide participants with resource information related to domestic violence and sexual assault. **Instructors: Barbara Zimbel, Esq., Greater Boston Legal Services; and Stephanie DeCandia, Esq., Boston Area Rape Crisis Center**

Date: Wednesday, October 31, 2007

Time: 8:45am - noon

Location: Framingham Green, 136 Maynard Road, Framingham

Parking/Information: The first building on the right is the community room. Park in the visitor lot on left, directly across from the community room.

(C): Social Work Continuing Education Unit (CEU) available

(CA): Social Work Continuing Education Unit (CEU) application pending

(H): Fulfills HUD Resident Service Coordinator Training Requirements

GENERAL TRAINING INFORMATION

To register for TAP courses, please complete the attached form and submit by mail or fax or register online at www.masshousing.com/TAPtraining.

Questions about registration? Contact Janeen Harris at 617.854.1069 or jharris@masshousing.com.

Directions and parking information are available at www.masshousing.com/TAPtraining.

Training Day

- Registration and continental breakfast begin at 8:45am. All courses begin at 9am.
- Lunch is provided at Full Day trainings.

No-Show Policy New

Please note that due to a rising number of no-shows, we will be instituting a new policy. If you register for a course and cannot attend and do not send a substitute, you will be billed for the full course amount. This includes TAP members as well.

Cancellation Policy

- There are no refunds for cancellations unless MassHousing cancels.
- In case of inclement weather, call 617.854.1069 after 6:00am on training day for cancellation information.

For individual accessibility needs on training day, contact Carol St. Cyr (no later than a week prior to training) at 617.854.1090, TDD: 617.854.1025, or email csteyr@masshousing.com. If you are deaf or hard of hearing, contact Deb White at TTY: 617.854.1025.

You Still Have Time to Join TAP!

If your housing development is not yet a 2007 TAP member, you can still make joining worthwhile.

For more information on TAP membership, call Kay Olm Thomas at 617.854.1078 or visit www.masshousing.com/TAP.

MASSHOUSING

MassHousing is the state's affordable housing bank – lending money at rates below the conventional market to support affordable rental and home ownership opportunities for low- and moderate-income residents of Massachusetts. MassHousing partners with an extensive network of approved lenders to deliver home mortgage programs to first-time homebuyers, while relying on private non-profit and for-profit developers and management companies to build and operate rental housing. Dedicated to creating and preserving affordable housing, MassHousing supports residents and business partners with its Community Services Programs. For more information, visit www.masshousing.com.

ALTERNATE FORMATS

This brochure is also available in alternate formats such as large print or audiocassette. Such formats can be provided if necessary upon sufficient notice by contacting MassHousing's Community Services Department at 617.854.1090 or TDD 617.854.1025, or csteyr@masshousing.com.

Policy of Nondiscrimination – MassHousing does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, sexual orientation, age, familial status, children, marital status, veteran status or membership in the armed services, the receiving of public assistance, or physical or mental disability in the access or admission to its programs or employment, or in its programs' activities, functions or services. The following persons are responsible for coordinating compliance with applicable nondiscrimination requirements:

Bernard Brown, Manager of Compliance and Diversity
Patricia Morris, 504/ADA Coordinator
Deb Sullivan, Manager of Human Resources and 504/ADA Employment Coordinator
Laurie Wallach, General Counsel

**TENANT ASSISTANCE PROGRAM (TAP)**

A Community Services Program of MassHousing

TAP TRAINING REGISTRATION FORM

September to December 2007

See back for course selection. Visit www.masshousing.com/TAPtraining for detailed course descriptions.
To register for all TAP courses, please complete both sides of this form.

Name/Job Title

Management Company or Organization

Site

Phone/Fax/Email

Street

City/State/Zip

Complete both sides of the form and submit with payment to:

Mail: MassHousing/TAP
Attn: Janeen Harris
One Beacon St., 28th Floor
Boston, MA 02108

Fax: 617.624.9497/Attn: Janeen Harris

Please make checks payable to MassHousing/TAP.

Online: Register online at www.masshousing.com/TAPtraining.

Note: TAP membership (www.masshousing.com/TAP) is exclusively available to housing developments financed or administered by MassHousing.



TENANT ASSISTANCE PROGRAM (TAP)
A Community Services Program of MassHousing

Please check off training on left and circle the corresponding fee on right.

| | TAP Member | Non-Member | MassNAHRO Member * |
|---|------------|------------|--------------------|
| <input type="checkbox"/> Limited English Proficiency 9/5/07, 8:45 – 1:00, Allen Park, 251 Allen Park Rd., Springfield | 0 | \$40 | \$30 |
| <input type="checkbox"/> Fair Housing Basics for Maintenance Staff (with Spanish interpreter) 9/19/07, 8:45 – 1:00, Cedar Glen, 2 Elderberry Lane, Reading <input type="checkbox"/> I need Spanish interpretation/Necesito interpretación al español | 0 | \$40 | \$30 |
| <input type="checkbox"/> Full Day Combination (I will attend both trainings) 9/25/07, 8:45 – 4:00, Braintree Village, 2 McCusker Dr., Braintree | 0 | \$65 | \$45 |
| <input type="checkbox"/> Dollars and Sense in Property Management , 8:45 – noon | 0 | \$40 | \$30 |
| <input type="checkbox"/> Integrating Resident Service Programs with Property Operations , 1:00 – 4:00 | 0 | \$40 | \$30 |
| <input type="checkbox"/> Providing & Accessing Reasonable Accommodations (Fee includes handbook) 10/3/07, 8:45 – 1:00, Autumn Woods, 15 Upland Gardens Drive, Worcester | \$25 | \$65 | \$55 |
| <input type="checkbox"/> Understanding Federal and State Entitlement Programs 10/17/07, 8:45 – 1:00, Colonial Estates, One Beacon Circle, Springfield | 0 | \$40 | \$30 |
| <input type="checkbox"/> Violence Against Women Act (VAWA) and Federal Housing Programs 10/31/07, 8:45 – noon, Framingham Green, 136 Maynard Rd., Framingham | 0 | \$40 | \$30 |
| <input type="checkbox"/> Full Day Combination (I will attend both trainings) 11/9/07, 8:45 – 3:30, Autumn Woods, 15 Upland Gardens Drive, Worcester | 0 | \$65 | \$45 |
| <input type="checkbox"/> Accessing Services for Elders , 8:45 – 12:30 | 0 | \$40 | \$30 |
| <input type="checkbox"/> Spirituality and Aging: The Search for Meaning and Connection , 1:00 – 3:30 | 0 | \$40 | \$30 |
| <input type="checkbox"/> Managing Conflict on Site Utilizing Effective Dispute Resolution Skills 11/28/07, 8:45 – 4:00, Blake Estates, 1344 Hyde Park Avenue, Hyde Park | 0 | \$65 | \$45 |
| <input type="checkbox"/> Fair Housing Basics for Site Staff 12/6/07, 8:45 – 1:00, The Pines, 469 Pine Grove Drive, Brockton | 0 | \$40 | \$30 |

* MassNAHRO includes all housing authorities in Massachusetts.

Total Course Fees \$ _____

