

Minutes of the Combined Meeting of
NAHMA Certification Review Board
&
NAHMA Education & Training Committee
The Fairmont Hotel, Washington, DC
Sunday, October 21, 2018
10:30 – 11:30 a.m.

Chair of E & T: Pam Monroe
Vice Chair of E & T: Alicia Stoermer Clark
Chair of CRB: Julie Wall
Vice Chair of CRB: Gwen Volk

The meeting was opened by CRB Chair Pamela Monroe. Pam welcomed members of the CRB and Education and Training Committees.

Pam called for the approval of the minutes of the June combined conference call; Heather Staggs, move to approve and Kurt, second – all were in favor of approval of the minutes, none opposed.

Old Business

- A. Credential Statistics/ Course Updates
- B. Natasha Patterson provided course review and handout for review.
 - a. NAHMA NCH PSW is holding an ACPO upcoming, will be first of the year.
 - b. Natasha indicated ACPO renewals have been strong.
 - c. Asked for review/recommendations on the new report structure
 - d. Continue to expand reporting and build the prior (3-to-5 year) trending report
- C. SAHMA indicated too many programs were represented in the ACPO course, so it's hard to get enough attendees. Narrow attendee group and can't achieve a minimum registration number.
 - a. Gwen recommended to consider name of ACPO – built as a combined funding course; look at the marketing to ensure not just looked at as advanced CPO. Could we improve the name recognition and adjust the title, could we set a task force to update as needed.
 - b. Larry indicated limited training dollars and time are a consideration – should we evaluate the how to differentiate the two course structures.
 - c. Heather Staggs shared differences and how the ACPO blends the multiple property funding types and what is triggered where the conflicts exist.
 - d. Agree to establish a task force to review and adjust (Gwen Volk, Kurt Aldinger, Eileen Worth)
- D. AHMA student materials for courses, pricing details are on the financial chart, options are:
 - a. Ship
 - b. Download and print
 - c. Email student materials electronically
- E. Update/facelift to the Fair Housing Power point
 - a. Recognized Heather Staggs for her work in putting together all of the updates and changes to the material

- b. Debbie Piltch indicated the slides have a few incorrect items that need to be changed/adjusted. Natasha recommended to review at the upcoming FH trainers call in November.
- F. Trainers Recertification – discussed in March, added recertification protocol for all trainers under NAHMA approval and will allow for approximately 1 year to maintain. On the June call we finalized the procedure, renewal requirements, and timeline for teaching frequency or take the trainers exam and achieve a 90% pass rate to renew.
- G. CPO – 1 Day (thanked Gwen Volk and Heather Staggs for updating CPO course content to condense to the 1 Day and create a Trainer Agenda)
 - a. Larry covered the private delivery of CPO 1-Day that he was a part of (this is the only to date course offering). Course was offered in a group of predominately experienced managers, but the feedback was it was a difficult amount of information to absorb. Required students to work independently to complete exercises and study outside of the course. Heather asked in follow-up, what could potentially be removed or expanded to improve, comments were very little could be cut out – but additional time needs to be made available for working through the content. Heather further added a great focus is needed on who the course was developed for and that this is a fresher course, not intended to be the first learning step – but rather a review and update. Debbie Piltch shared that the CPO 1-day course is an opportunity to provide AHMA flexibility to course offerings and this is an open book exam and the student is required to put work into the overview prior to testing.
 - b. Kris Cook shared there is a need to direct staff on the duty to put time/effort into studying the material and not taking for granted the practitioner experience as the test will require a review and understanding of course content.
 - c. Gwen reminded attendees the original CPO course was not developed for beginnings, it was for experienced staff and it covers all HUD programs, not the one that a potential student may work within. This course covers the entire review of the HUD Handbook, which is expansive and requires a working understanding of all program types.
 - d. May need to take a look at the number of slides being used in the 1 Day CPO to ensure the slide content is manageable for the class size and time constraint. Could we identify formal homework examples that will be done outside of the classroom.
 - e. Julie Wall, recommended we look towards a better understanding that the course is fast paces, the coursebook needs to be available in advance of the course session, and we need to ensure the AHMA's are relaying the timeline and requirements for the pace of the course and expectations.
 - i. SAHMA indicated the concern with advanced concerns of the pre-course delivery of materials. Would need to deliver the handbook electronically and change the cancellation date once the delivery date is sent. We will continue to monitor as more courses are offered and in March we will review all data and experience.

New Business

- A. Trainers Web Page – Natasha introduced the NAHMA has added a page on the website (meet the trainers)
- B. Financial / Accounting course – Alicia re-introduced the idea of a financial/accounting/auditing course
 - a. Reviewed briefly the task force call that took place in the Fall
 - i. At the time of the call the task force was still waiting on information from prior

- Mass Housing classes and information on the AFA CPA organizations training
- ii. Next steps will be to distribute the Mass Housing content, if available. (Debbie Piltch)
 - iii. Schedule another task force call
 - 1. Decide how/if there is a desire to conduct Market research – what/where is the biggest need and what areas the needs is in
 - iv. Phased course structuring (tiers or by job function)
 - v. Notes on original volunteers for the Task Force: Alicia Clark (Seldin), Eileen Wirth, Scott Nelson (Realpage), Jazmine Ceballos, Angie Waller (Ambling Management) Scott Farnes.
- C. Cap of Attendees (Julie Wall) – could the CAP be modified, lifted, or adjusted by trainer
- a. Current is 60 attendees, no consequence
 - b. Is this CAP still necessary? Debbie indicates the environment is the more important consideration, rather than the student numbers. With breakout or a small group the number does matter – but historically the reason for the cap was due to the paper. Today with less paper constraints, the recommendation would be to allow flexibility with the CAP limits.
 - c. Julie recommends eliminating the CAP and provide the class size limits to the AHMA and trainer establishing an agreed upon course limit, per course. Gianna moved to approve, Rich second the motion.
- D. Procedures Manuals – volunteers accepted for reviewing and making necessary adjustments
- E. Announce new Vice Chairs – E&T – Heather Staggs and CRB - Rick Skoczylas

Adjourn

Respectfully submitted by:

Alicia Clark