

NAHMA

Combined Meeting of
NAHMA Certification Review Board
&
NAHMA Education & Training Committee
Wednesday, October 22, 2025
10:30am-11:15am

AGENDA

Welcome:

Connie Buza, Chair of CRB: Chair
Dana Patterson, Vice Chair of E&T: Minutes
Gabriela Chavez, Vice Chair of CRB
Sonja Horn, Chair of E&T

- 1) **Approval of minutes from the March Meeting, 2025**
- 2) **Old Business:**
 - a) **Credential Statistics: 2025 (Jan-Oct) Renewal Numbers**
 - NAHP Renewals:** 82
 - NAHP-e Renewals:** 160
 - NAHMT/NAHMS Renewals:** 43
 - CGPM Renewals:** 52
 - CPO Renewals:** 1,389
 - BCD Renewals:** 38
 - FHC Renewals:** 1,003
 - 2025-26 SHCM Renewals:** 603

2025 Course Overview: **660** Exams as of Oct. 15th
CPO Course: Exams Taken: **264**
Passed: **191**/Average Score: **82%** Failed **73**/Average Score: **62%**
FHC Course: Exams Taken: **251**
Passed: **193** Average Score: **83%** Failed: **58**/Average Score: **54%**
SHCM Course: Exams Taken: **145**
Passed: **65**/Average Score: **77%** Failed: **80**/Average Score **55%**
 - b) FHC Manual/Course Update
 - c) CPO HOTMA Update: Brenda Moser
 - d) Update on AHMAs Certifying Trainers' Procedure
 - e) Strategic Planning Update: Featured content in Newsbrief, social media posts, and press releases regarding the importance of NAHMA certifications
- 3) **New Business:**
 - a) Prometric: New Testing Vendor
 - b) AHMA NAHP APP Challenge: Winner!
 - c) CRB Review: NAHPs and Maintenance Credentials 2025-2026 (Continued)

**Minutes of the Combined Meeting of NAHMA's Certification Review Board
and Education & Training Committees
NAHMA Winter Meeting, Washington, D.C.
Wednesday, October 30, 2024**

Present – Connie Chair of CRB
Gabriela Chavez, Vice Chair of CRB
Dana Patterson, Vice Chair of E&T
Not Present - Sonja Horn, Chair of E&T

Welcome

Connie, Chair of CRB opened the session at 10:30 a.m.

- 1) Approval of minutes from March 2025 meeting – Motion for first approval – Heather. Second approval – Anthony Sandoval
Motion carried.
- 2) Old Business – Leslie O'Donnell provided update. Leslie thanked incoming chairs, Connie, Gabriela, Sonja and Dana.
 - a) Strategic Planning Update:
 - Potential AHMA classes in a lunch and learn environment to prepare for CPO and FHC. Idea for this course is to identify training challenges and provide “bite size” training. This can apply to the SHCM course. Gwen Volk shared that AHMA Texas was doing this previously and was an all-day class and were teaching the HUD handbook once a month. SAHMA was doing the size bite training due to failing rate and feedback from the company would prefer to have this type of training in person instead of a webinar. SAHMA as the roadmap if anyone is interested in trying it. Any further feedback, contact Leslie.
 - NAHMA Press Release in releasing the E&T calendar twice a year and spotlighting CPO & FHC. Leslie working with Jennifer in Communication to get them published. Leslie thanked the AHMAs who collaborated with her on the E&T calendar.
 - b) HOTMA Update – Brenda provided update
 - PowerPoint has been completed and has not shared with trainers yet due to pending outcome with Congress. NAHMA will share the information to be used as a resource. TCAC and other funding have implemented HOTMA, waiting on HUD. The new course is more than 10 hours due to HOTMA changes, therefore likely a two-day training.
 - c) AHMA Certified Trainer Procedure Proposal was discussed last October. NAHMA board will vote on the proposed procedure on Thursday, March 20, 2025.
 - d) Connie posed questions as to how we push and market for the NAHP and Maintenance designation. The certifications come from the organizations and not the AHMAs. Kris shared that there was a previous competition for which AHMA submits the most Maintenance certifications. This will apply to new submissions.

3. New Business

Leaders Talk Trends - Sonja shared that every month a committee is tasked to add conversation to the NAHMA leader “Talk Trend.” The Education committee is responsible for the month of May on how we identify new trainers to train our staff due to lack of trainers. Current trainers are leaving, and there is a need to identify and develop new trainers. Gwen shared that people often approach her asking how to become a trainer and refers interested individuals to NAHMA. How do we ensure individuals are making contact and that feedback is provided? Heather will remain actively involved and assist with mentoring new trainers. Heather – willing to be an ambassador and will remain involved and willing to assist new trainers.

- a) FHC Manual - Heather provided an update on the Fair Housing Manual. Manual was last updated a few years ago. Heather and Michael are rewriting the manual and transitioning to a new layout. Content will remain but be organized for better flow. Updates include revised questions, ensuring all material is gender neutral. The first draft will go to editorial review and final version will be sent to the committee for review. Participants are doing the online certification from their office, leading to low engagement tests as they often do not turn on their cameras. Suggestions to engage participants - trainers can provide codes or keywords throughout the virtual class. Leslie thanked Heather and Michael Martinez for their work on the FHC manual.

Testrac – NAHMA parted from Testrac as they were not up to par due to vouchers were not being honored.
Entered new contract in April with Prometric. We will work with the AHMAs, and we will continue to work through the new system.
Prometric be responsible for assigned vouchers and will have up to one year to use.
There will be a direct portal where AHMA's will have direct access. Training will be provided to all AHMA's and trainers.
Prometric will be used for all certifications, FHC, SHCM, CPO and will be translated into Spanish. Students have the option to select how to take the test.

Meeting adjourned at 11:20 a.m.

