



# TEXAS NAHRO

## HEARING OFFICER WORKSHOP

*Provided by Nan McKay and Associates*

**October 31 & November 1, 2017**

**Austin, Texas**

Texas NAHRO recommends the following accommodations, both honor the federal daily per diem rate:

**Holiday Inn Express and Suites - Austin North Central**  
8500 North I-35 Austin, TX 78753  
About 4 miles from the HA  
(512) 821-0707

**Hampton Inn-Austin North (honors federal daily per diem rate)**  
7619 I-35 N Austin, TX 78752  
About 1 mile from the HA  
(512) 452-3300

Training Location:

### **Travis County Housing Authority**

502 E Highland Mall Blvd. Suite 106  
Austin, TX 78752

**SEMINAR DESCRIPTION:** This two-day seminar is essential for hearing officers, members of hearing panels, managers who represent the PHA in hearings, and policy analysts. The seminar is packed with information, covering all aspects of public housing and Housing Choice Voucher hearings. After getting grounded in the regulations, participants will then examine the PHA policies and grievance procedures that determine how regulations are implemented at the PHA. The seminar 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 issues will be addressed. This seminar comes with hands-on practice, where in small groups and individually, participants will read cases and make decisions, citing appropriate regulations and PHA policies. The seminar comes complete with an optional certification examination.

### **AGENDA**

#### **DAY ONE**

- 8:00 Registration**
- 8:30 Welcome and Overview**
  - Introduction and Seminar Objectives
- 8:45 Introduction**
  - Purpose of Reviews and Hearings
  - Basic Responsibilities of the Hearing Officer
- HUD Regulations Common to Public Housing**
  - Learning Activity
- 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
  - Learning Activity
- 10:15 Break**
- 10:30 PHA Administrative Plan and ACOP**
  - Case Study  
Hearing and Grievance Processes
  - Learning Activity
- 12:00 Lunch (on your own)**
- 1:00 Coordinating Hearings**
  - Reasonable Accommodation Requests**
    - Working with the 504 Coordinator
  - Working with Advocacy Groups**
    - Learning Activity
  - Program Elements Most Commonly Heard**
    - Learning Activity - Scenarios

#### **DAY ONE CONTINUED**

- 2:15 Break**
- 2:30 Preparing for the Hearing/Conducting Orderly Hearings**
  - Preparation
  - Controlling the Hearing
- 5:00 End of Day One**
- DAY TWO**
- 8:00 Making and Writing Hearing Decisions**
  - The Decision – Evidence
  - Timeliness, Precision, Clarity, and Citations
- Hearing Officer's Ongoing Education**
  - Case Study Learning Activity
- What Happens After the Hearing**
  - The Participant's Rights
  - The PHA's Rights
- Case Studies**
  - Group Exercise
  - Review Scenarios and Cases (in groups)
- 10:00 Break**
- 10:15 Case Studies (continued)**
  - Make Group Decision with Citation
  - Individual Exercises
  - Review Case, Make Decision with Citation, and Explain Decision
- 12:00 Lunch (on your own)**
- 1:00 Summary and Review**
- 1:45 Certificates and Participation Awarded**
- 2:45 Certification Examination (optional)**
- 4:30 End of Seminar**



# TEXAS NAHRO

12246 FM 1769 Graham, TX 76450  
940-521-9982  
Fax: 866-234-4018  
Email: [txnahro@brazosnet.com](mailto:txnahro@brazosnet.com)  
October 31 & November 1 – Austin, TX

## REGISTRATION FORM – Austin, TX: *(Reproduce as needed to submit a separate registration form for each participant)*

Please Register the Following:

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

### REGISTRATION FEES:

|   |          |
|---|----------|
| <b>Hearing Officer Workshop Training</b> (TX NAHRO Members Only)    | \$500.00 |
| <b>Hearing Officer Workshop Training</b> (TX NAHRO Non-Member Only) | \$600.00 |
| <b>Hearing Officer Workshop</b> Exam                                | \$150.00 |

Payment Method: (Make Checks Payable to Texas NAHRO)

Check # \_\_\_\_\_ Amount \$ \_\_\_\_\_

Credit Card # \_\_\_\_\_

(Texas NAHRO Does Not Accept American Express)

Credit Card Expiration Date: \_\_\_\_\_ CID: \_\_\_\_\_

*(A \$5.00 Credit Card Processing Fee will be charged for each registration)*

Name as it appears on Credit Card: \_\_\_\_\_

Billing Address of Credit Card: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone #: \_\_\_\_\_

***Cancellation and Refunds:*** *To receive a refund of your registration fees, written notice of cancellation must be received 30 days prior to the training; a \$50 processing fee will be assessed. Cancellations received within 30 days of the training will not be refunded. The agency can send a substitute attendee if the original registrant can't attend. No exceptions will be made.*

*For questions regarding this training, please contact the Texas NAHRO Service Office at 940-521-9982.*