



Texas NAHRO Service Office
 12246 FM 1769, Graham, TX 76450
 Email: txnahro@brazosnet.com
 Phone: 940.521.9982 Fax 1.866.234.4018

TEXAS NAHRO TRAINING



HEARING OFFICER

Provided by Nan McKay and Associates
 November 6 – 8, 2018

This two-day training is essential for hearing officers, members of hearing panels, managers who represent the PHA in hearings, and policy analysts. The training 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 training 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. UPDATED for [HOTMA](#)

DAILY AGENDA

DAY 1

- 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
 Common to HCV and Public Housing Programs
 - Learning Activity
- HUD Regulations – HCV Program
 - 982.554 Applicants
 - 982.555 Participants
 - Learning Activity
- HUD Regulations – Public Housing
 - 960.208 Applicants
 - 24 CFR Part 966 – Public Housing Lease and Grievance Procedures
 - Learning Activity
- 10:15 Break
- 10:30 PHA Administrative Plan and ACOP
 - Case Study
- Hearing/Grievance Internal 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 1 (continued)

- 2:15 Break
- 2:30 Preparing for the Hearing
 Conducting Orderly Hearings
 - Preparation
 - Controlling the Hearing
- 5:00 End of Day 1

DAY 2

- 8:00 Making and Writing Hearing Decisions
 - The Decision - Evidence
 - Timeliness, Precision, Clarity, - and Citations
- Hearing Officers' Ongoing Education
 - Case Study
- What Happens After the Hearing
 - The Participants Rights
 - The PHA's Rights
- Case Studies
 - Group Exercise
- 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 of Participation Awarded
- 2:30 Certification Examination (Optional)
- 4:30 End of Seminar

TRAINING LOCATION:
 San Benito Housing Authority
 1400 N Reagan Street | San Benito, TX 78586

SUGGESTED HOTEL ACCOMADATIONS:
 Hampton Inn and Suites
 1202 Ed Carey Drive
 Harlingen, TX 78550
 PH: 956-428-9800

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HEARING OFFICER TRAINING FEES

- Member \$500
- Non Member \$600
- Certification Exam \$150



REGISTRATION FORM

Name _____
 Agency _____
 Address _____
 City, State, Zip _____
 Email _____
 Phone _____
 Fax _____

PAYMENT INFORMATION

AMOUNT \$ _____

Check # _____ (Make checks payable to Texas NAHRO)

(NOTE: There will be a \$5.00 processing fee on credit card payments)

Credit Card # _____ Exp Date _____ Security Code _____

Name on card _____

Billing address _____

City/state/zip _____

Contact person _____

Contact phone _____

TXNAHRO Cancellation and Refund Policy:

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 may send a substitute attendee if the original registrant cannot attend.

No exceptions will be made to this policy.