

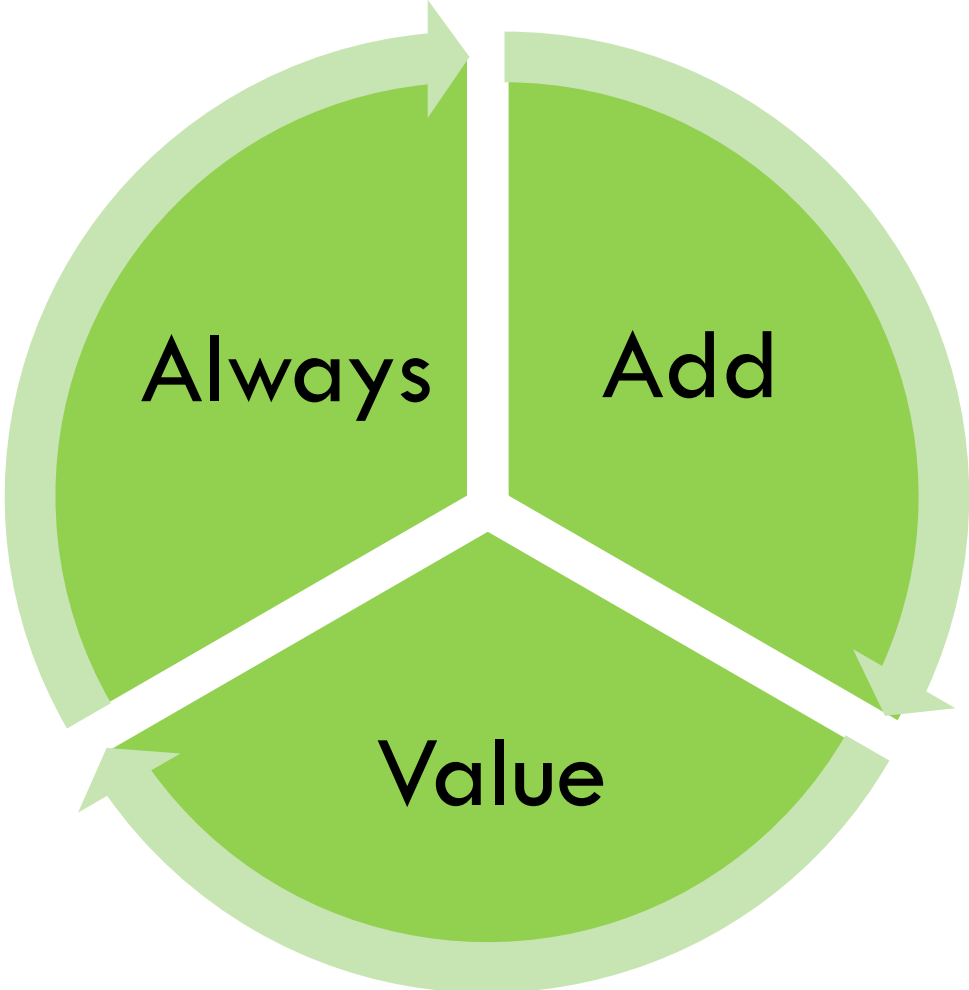
External Training and Development



February 13, 2019

DCA Presenter: Merranda James

Forward Thinking Compliance Strategy



Pathways to Adding Value

□ Training Curriculum

- Test Out/Test Down Training
- Short eLearning bursts
- Engagement

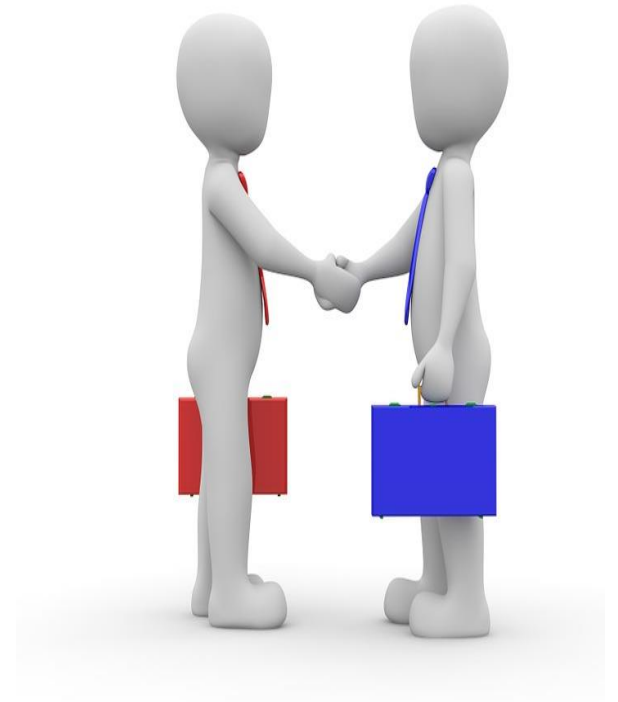
□ Conferences

- Promote new ideas and industry best practices
- Collaborate for shared success

Pathways to Adding Value

□ Continuous Development

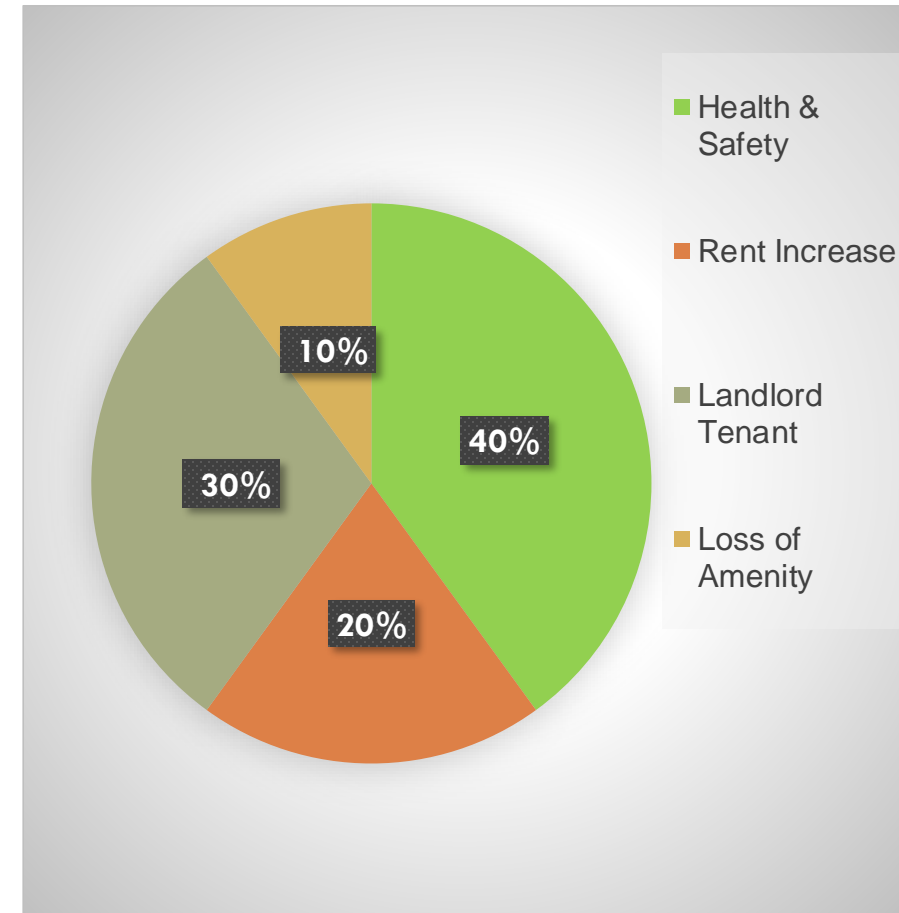
- Clear expectations
- Common goals
- Consistent information sharing and guidance
- Accountability
- Open lines of communication



Pathways to Adding Value

□ Improved Tenant Relations

- Tenant Complaints
- Avg. of 24 complaints/month
- 80% of complaints are responded to by DCA
 - Compliance
 - Health & Safety



Pathways to Adding Value

- **DCA Resident Letter**
 - Tenant rights
 - Tenant responsibilities
 - Tenant rights
 - Tenant responsibilities
 - Provide in welcome packet
 - Place on resident doors
 - Email
 - Post in office

- **Tenant Resources**
 - Community assets
 - Increased quality of life and community
 - What's in your community?



Pathways to Adding Value

- National Council of State Housing Agencies (NCSHA)
 - **Forms under review**
 - Employment Verification
 - Student Verification
 - Tenant Income Certification (TIC)
 - Under 5k Asset
 - Zero Income
 - **Policy Updates**
 - Email Blast

