

HEARING OFFICER WORKSHOP

PURPOSE

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!](#)

LEARNING OUTCOMES

Upon completion of the **Hearing Officer Workshop**, you should have developed and mastered the skills needed to conduct hearings and write decisions with hands-on case studies and best-practice strategies.

Day One

- Apply critical thinking skills to the facts of the case in order to integrate HUD regulations and guidance into the PHA's policies and procedures to make reasoned decisions
- Recognize the elements of cohesive and comprehensive hearing and grievance procedures
- Identify how and when to work with the PHA's 504 coordinator, Legal Aid, and advocacy groups
- Conduct orderly appeals and hearings

Day Two

- Practice making and writing hearing decisions, with appropriate citations, first in a group and then individually
- Recognize housing choice voucher regulations for informal reviews for applicants and informal hearings for participants
- Identify public housing regulations for informal hearing for applicants and grievance hearing for tenants

SEMINAR #101-065

AGENDA: [View the agenda](#)

MATERIALS: Hearing Officer Workbook, NMA bags, pencil, and pen

METHOD: A group-live seminar featuring PowerPoint, case studies, group discussion, class materials (workbook, course book or master book), brainstorming, and Q & A. Basic program level. *Prerequisites:* None. *Advanced Preparation:* None

LENGTH: Two days

AUDIENCE: Hearing officers, members of hearing panels, managers who represent the PHA in hearings and policy analysts

EXAM: The certification exam is available for \$150. Select the exam during checkout or click [here](#) to view a list of certification exams available.

AGENDA
HEARING OFFICE WORKSHOP

DAY ONE

- 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
- 2:15 **Break**

AGENDA
HEARING OFFICE WORKSHOP

- 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 Officers’ Ongoing Education**
- Case Study – Learning Activity
- What Happens After the Hearing**
- The Participant’s Rights
 - The PHA’s Rights
- Case Studies**
- Group exercises
- 10:00 **Break**
- 10:15 **Case Studies (continued)**
- Make group decision with citation
 - Individual exercises
 - Review case, make decision with citation, 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**