



**DeSilva
Housing Group**

CONSULTING & TRAINING

2025 Training Catalog

TABBLE OF CONTENTS

01

Not Your Ordinary HUD Training
Company

02 - 03

Meet the Team

04

New HUD Manager Series

05-06

Intermediate Offerings

07-08

Advanced Offerings

09

A Letter to My Clients

NOT YOUR ORDINARY HUD TRAINING COMPANY

DeSilva Housing Group offers a variety of training programs that can be effectively delivered via live webinar or on-site training sessions - whichever method is most appropriate and convenient for the client.

LEVEL OF DIFFICULTY

We train on a variety of topics that are well suited for those new to the industry and looking to establish fundamental skills, through our New HUD Manager series, as well as those looking for intermediate and advanced compliance topics.

As new industry regulatory changes are introduced, curriculum is modified to incorporate updated content to keep you informed.

To help navigate our offerings, course listings are conveniently categorized as:

- ◆ New manager series
- ◆ Intermediate
- ◆ Advanced

Asterisks (*) notate webinars that we suggest are taken together.

(*) Fundamental building blocks

(**) EIV Webinars that should be taken in a deliberate order

(***) More technical in nature and focused on HUD System knowledge

(****) Management & Occupancy Review webinars

PRICING

Publicly offered webinar trainings are priced at \$150/per person, per/session.

Pricing for private training engagements is negotiated on an individual basis, taking into consideration the following factors:

- ◆ Webinar vs. On-site delivery
- ◆ Number of participants
- ◆ Length and nature of training
- ◆ Proximity to requested training date at the time of inquiry
- ◆ Estimated travel expenses (if applicable)



MEET THE TEAM



JENNY DESILVA, COS, TaCCS, CMH **PRESIDENT & CEO**

Jenny DeSilva is the President and CEO of DeSilva Housing Group and has over 25 years of experience in affordable housing. She is a recognized compliance expert, with extensive consulting and training knowledge in HUD's Multifamily Housing programs. After earning her bachelor's degree from the University of Texas at Austin, Ms. DeSilva began her career in the affordable housing industry as a Director for Southwest Housing Compliance Corporation, HUD's Project-Based Section 8 Contract Administrator for Texas and Arkansas.

Over the course of 14 years, she held two directorships overseeing staff that processed monthly HAP Requests, as well as staff that conducted 900+ Management and Occupancy Reviews at HUD communities on an annual basis.

After 14 years of Contract Administration, Ms. DeSilva utilized her experience and perspective to develop her new role in the industry as an approachable consultant and passionate trainer for housing professionals. She served as the Director of Training for PMCS, Inc, a Syracuse-based training and consulting agency, before returning to her home state of Texas to serve as the Director of Blueprint Housing Solutions, a consulting and training subsidiary of the Housing Authority of the City of Austin. She launched DeSilva Housing Group in January 2022.

When not training, Ms. DeSilva provides quality assurance and technical expertise to vendors offering TRACS compliance software. She is an active member of multiple HUD Working Groups charged with developing new TRACS industry specifications, and in shaping MOR audit procedures that foster consistency amongst various oversight agencies.

She currently serves as HUD RAD Technical Assistance Subcontractor. This role includes providing nationwide TRACS and Secure Systems technical assistance to owners completing Rental Assistance Demonstration (RAD) PBRA conversions, as well to participating state level grantees and participating owners of HUD's PRA 811 Programs. Jenny DeSilva is a Certified Occupancy Specialist, Tax Credit Specialist and Certified Housing Manager.



LAUREN MONACO, CPO, MORS, FHC **SVP of Client Engagements**

Lauren Monaco is a 13-year veteran of the affordable housing industry. Before joining the DeSilva Housing Group team, she oversaw the leasing and recertification duties at a 288-unit affordable senior housing high-rise in downtown Philadelphia, PA.

Lauren holds an undergraduate degree in Psychology from Rutgers University and a Master's Degree in Education from Wilmington University. She is a certified Fair Housing Specialist, a Certified Professional of Occupancy, and a Certified Management and Occupancy Review Specialist.

Her vast experience in the affordable housing arena and familiarity with a variety of TRACS software platforms, affords her the unique opportunity to identify client needs and effectively present them with services to improve their efficiency, compliance, and overall leasing operations.

Lauren spearheads new engagements and partnerships agreements with new clients and customizes solutions based on their unique needs and goals. Lauren also oversees the deployment of purchased compliance policies and procedures to the DeSilva Housing Group's clientele. She is a certified Fair Housing Specialist, a Certified Professional of Occupancy, and a Certified Management and Occupancy Review Specialist.



BRIAN GAMBLE, CPO, MORS, FHC

VP of Compliance & Consulting Services

Brian Gamble has been working in the affordable housing industry since 2008, having worked for Southwest Housing Compliance Corporation, the Project Based Contract Administrator for Texas and Arkansas, Pathways Asset Management, the management company for the Housing Authority of the City of Austin's PBRA RAD sites, and for Capstone Real Estate Services, a multi-state third party management company specializing in affordable housing.

In addition to Brian's 16 years of experience in HUD's multifamily housing programs, Brian has overseen properties participating in Tax Credit, HOME, CDBG, AHDP, and numerous local affordable housing programs. For the majority of the last 8 years, Brian has been deeply involved in HUD's PBRA RAD program, managing compliance for 16 sites formerly participating in HUD's Public Housing Program.

Before entering the affordable housing industry, Brian earned a dual major in Economics and Spanish from the University of Texas. He is a Certified Occupancy Specialist, Tax Credit Specialist, Housing Credit Certified Professional, Blended Occupancy Specialist, Multifamily Housing Specialist, and RAD PBRA/LIHTC Management Specialist



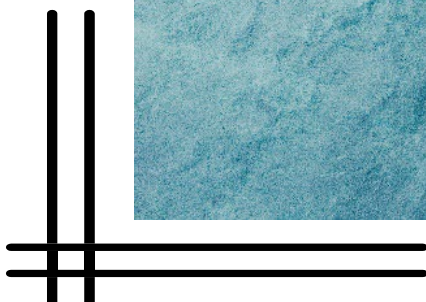
AMANDA PIPER

VP of Marketing & Business Operations

Amanda Piper has more than 15 years of experience in communications and public relations.

At DeSilva Housing Group, Amanda's mission is to make it as easy as possible for clients to receive and understand critical information about the affordable housing industry. She is responsible for creating and disseminating email newsletters and blog posts, spearheading relationships with industry partners, managing our presence at conferences and events, updating company social media, and maintaining our website.

Prior to joining DeSilva Housing Group, Amanda worked at Edelman, a global communications firm, helping brands promote and evolve their businesses. She has worked on behalf of companies such as Nestle, Shell, WD-40, and more.



NEW HUD MANAGER SERIES

Fundamentals of Tenant Interviews 2 hours *

This introductory session is geared toward new staff that interview tenants at move-in and during recertification. When done right, a thorough interview can save managers' time and frustration down the road. How organized is your interview process? Are your application and recertification questionnaires compliant with current regulations, or have these documents become stale and inadequate? Are you asking all the right questions during the initial interview, or do you have to seek clarification from the tenant days later, delaying completion of the certification? In this class, you will learn how to fine tune your interviewing skills and support your final income determinations during an efficient interview.

Fundamentals of Expenses and Deductions 2 hours *

During this course, participants will learn about the different categories of deductions; which households are eligible for which deductions; and, of course, how to calculate them. We'll dive into the "gray area" a bit to cover inclusions and exclusions, and what types of verifications are required to support medical expenses. How do you accurately calculate medical expenses from a shoe box full of receipts? Where do you draw the line on "eligible medical expenses"? How accurately do you project childcare expenses for school age kids? Get ready for interaction.....We will test your understanding of the regulations via real life scenarios.

Fundamental Exercises with Assets 2 hours *

Navigating through complex asset documentation is tricky and a less frequently exercised skill for many managers. This intermediate-level class is designed for staff that interview tenants during the certification and need to know the difference between cash value and market value, current income and imputed income, and when an asset becomes an income source instead. We will use real-life examples to illustrate different types of assets and their correct valuation while teaching the participants techniques to ensure assets are being identified by the households.



Fundamentals of Calculating Annual Income for 50059's 2 hours *

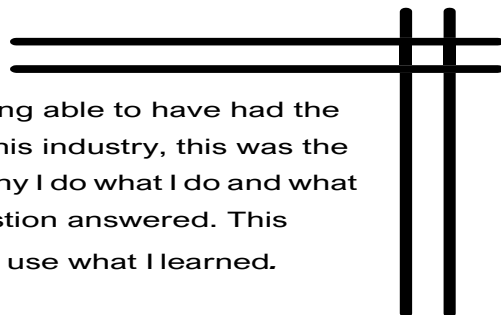
This class is a must have for all managers – whether you are new to the industry and looking to establish a skill set for appropriate eligibility determination and rent calculations or a seasoned manager looking to build upon your basic understanding to be successful in an imperfect world. Learn what types of income do and do not count and how to correctly annualize these figures. We will explore when you can utilize EIV Income Reports as the sole source of income verification and when other methods of verification are required. This session will also address calculation challenges involving student income, fluctuating income, self-employment scenarios, and cash transfer applications now being utilized by residents.

Verification Techniques that Promote Accuracy 2 hours *

This intermediate level class is designed for leasing staff that regularly verify income, assets, and expenses. Are your verification forms effectively gathering the information you need? Are you asking the right questions? Have you incorporated the correct verification hierarchy into your recertifications? Are you continuing to see unreported income, year after year, but don't know why? In this energizing session, you will learn new, easy to use techniques to keep your recertifications on track while improving the accuracy of verifications to support 50059 calculations.

Jenny is an excellent facilitator, and I am super grateful for being able to have had the opportunity to attend her class. Being brand spanking new to this industry, this was the exact tool I needed to ensure I have a better understanding of why I do what I do and what the importance of having each and every single asked question answered. This information was totally valuable, and I am sure I will always use what I learned.

-Sheila, OH



INTERMEDIATE OFFERINGS

EIV Fundamentals - Master Reports / Existing Tenant Search (Multifamily System)

2 hours **

Does EIV have you stumped? In this introductory EIV course, participants will be provided a concise overview of monthly and quarterly reports stored in the EIV Master File as well as the Existing Tenant Search. Learn when to print them, what they are telling us and where to store them. Example screenshots make this a superb class for visual learners! This fundamental class will give managers a clear summary of steps to ensure their tenant files and EIV Master File are organized and ready for assessment during an upcoming Management and Occupancy Review.



TRACS

Fundamentals

2 hours ***

In this introductory course, participants will be provided a concise overview of HUD's TRACS system.

What are the submission deadlines? What are the different kinds of files sent? What is TRACS nightly processing order? How do I decipher messages and ensure monthly HAP payments are received? Finally, the group will explore reports within TRACS that will help site staff prepare for Management and Occupancy Reviews and identify trends within their tenant data submissions.

Processing Special Claims

2 hours ***

Special Claim submissions are a mechanism by which Section 8 Owners can recapture a portion of monies lost due to regular vacancies, as well as unpaid rent and damages from tenant ledgers after move out. During this session, participants will learn about the three types of special claims, which HUD Forms are required for submission, tips for completing the required claim forms correctly, and what you must gather as supporting documents to facilitate approval of claims. Finally, we will discuss strategies to schedule your claim submissions to maximize your claim monies approved. Don't leave special claim monies on the table. Learn how to capture these funds today!

Ins and Outs / Dos and Don'ts of Certification Processing

2 hours

This class is designed to teach participants how to fine tune their interviewing skills to aid in making a certification appointment worthwhile, productive and efficient. Next, we will discuss proper ways to use HUD's hierarchy of income verification levels to avoid recertification delays and achieve timely, accurate certifications, even when third parties do not respond. Using real world scenarios, we will determine the correct effective date for interim recertifications based on whether changes were reported timely by the household. Finally, the group will assess situations where certification actions can be delayed and combined with subsequent actions. Join in on this interactive webinar that will help you "keep the certification ball rolling".

Jenny was very engaging and answered all of our questions. I was very appreciative of the format of the workshop. We were able to engage, ask questions, and work on real world scenarios without feeling forced or artificial as is so often the case at seminars that force role play and different levels of interaction. The breakfast and lunches were an extremely nice touch. I don't feel that anything needs to be improved. DeSilva Housing Group will be my go-to for future training and continuing ed.

- Nicole, LA

INTERMEDIATE OFFERINGS CONTINUED

Mechanics of a HUD Management and Occupancy Review (MOR) 2 hours ****

This class has been updated to include a discussion on the recently released HUD MOR Final Rule and the scheduling implications this has on owners and agents.

This intermediate level class focuses on the MOR process and is perfect for new managers who have never undergone an MOR, as well as seasoned managers wanting a summary of how this process has changed.

What should I expect? What will the reviewer ask to review? How is my score determined? How often will these MORs occur? We will cover each of the four stages of the MOR, key occupancy elements of the HUD Form 9834, the scoring methodology and realistic techniques to improve your score.

Think you don't have time for or need training on MORs? Can you really afford to say that?

Secure Systems Access and Setup 2 hours ***

Let's face it, HUD's Secure Systems is not the easiest of systems to learn and understand. The terminology used within the system and the particular order steps must be taken to gain access make navigation tricky and frustrating for many users. This webinar is designed to aid HUD multifamily participants with registering and gaining access to the necessary subsystems like APPS, iMAX, EIV, and TRACS and assign users to the correct contracts to perform ongoing compliance tasks to facilitate HUD subsidy payments. Our training includes step-by-step instructions and screenshots in a detailed handout, making it a valuable reference during and after the webinar. Join us for a live demonstration and interactive discussion that takes the guesswork out of this required task!

Waiting List Management and Move-In Procedures 2 hours

In this session, the instructor will outline general parameters owners must follow when managing waiting lists to ensure required eligibility information is captured, applicant selection procedures are followed, and all Fair Housing regulations are adhered to. Participants will learn how waiting list information plays a direct role in the development of future marketing plans and how to maintain this crucial document in a secure manner that is audit-friendly and transparent. We will discuss the pros and cons of manual versus digital waiting lists, when and how to close your waiting list, and how to include notes that clearly explain your applicant unit assignments. Real world scenarios will test participant understanding of fundamental concepts related to preferences and offer rejections. Don't minimize the important role waiting list management plays in Fair Housing and Section 504 obligations.



Jenny DeSilva is a fabulous presenter with an abundance of knowledge in this industry. The quizzes and examples incorporated real life scenarios which I found to be very helpful. I couldn't ask for a better workshop!
-Kimberly, TN

ADVANCED OFFERINGS

Compliance Challenge Course 2 hours

How well can you answer compliance questions on the spot? This is an advanced-level course designed for compliance staff and seasoned managers. This session will test how much you really know the student rule, income capping exceptions, asset cash valuation methodologies, and verification requirements. We will test your understanding of the timing of interim recertifications and when advance notice of a rent increase is warranted and when it is not. All scenarios are presented to the group in a manner that does not disclose what regulatory topic is being assessed. This is true, real-world practice presented in a forgiving, yet interactive way. Are you ready to be tested?

PRA 811 Occupancy Training 2 hours

Are you new to HUD Multifamily Housing by way of a PRA 811 Rental Assistance Contract on your tax credit property? If so, this is the webinar for you!

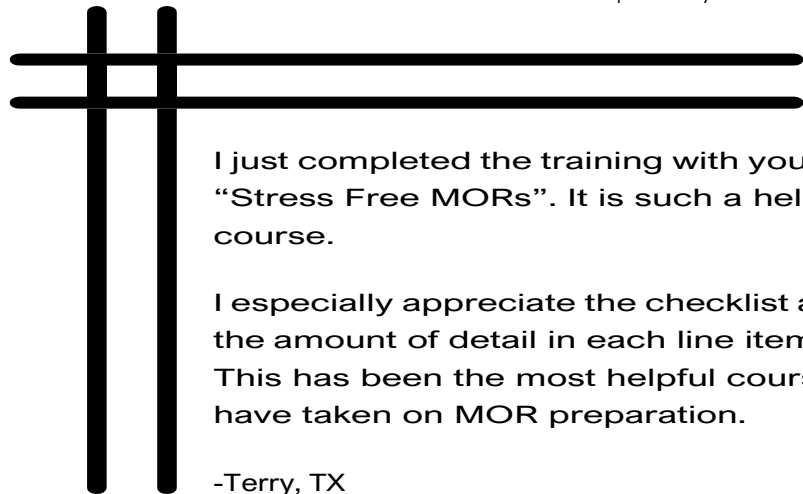
This session is not meant to be a substitute for the fundamental classes for programmatic leasing and occupancy regulations, 90% of which apply to this program. However, it is focused on providing participants with a specific matrix of eligibility restrictions and leasing procedures that differ slightly from other HUD Multifamily programs. Don't be caught off guard by a compliance audit by your state Grantee. Gain the confidence that your written policies, tenant files, and leasing procedures earn you the audit score you seek in this unique housing program.

Updating Affirmative Fair Housing Marketing Plans on a Budget 2 hours

This advanced, interactive session is designed for housing professionals needing to update their Affirmative Fair Housing Marketing Plan (AFHMP). AFHMPs must be reviewed and updated, if necessary, every five years. The AFHMP Form 935.2A now requires owners to gather and report demographic information from their existing tenant population, their waiting list and their surrounding community via census data. However, the new census resources online are intimidating and technical to navigate. We will demonstrate the process by completing the online census research for a "sample property" and provide tips on the best ways to ensure your revised plan is a complete submission. Finally, learn inexpensive, yet effective, advertising and marketing techniques to attract applicants to your property without blowing your advertising budget.

Creating and Reporting Subsidy Repayment Agreements 2 hours ***

This advanced class is designed for compliance staff that handle recertification processing within their TRACS compliance software. The group will explore common scenarios that prompt subsidy repayment agreements. The instructor will test participant understanding of how the overpayment occurred and which lease obligation(s) the tenant did not meet, while sharing effective tips to minimize repayments in the future. The group will then practice calculating the balance of overpaid subsidy owed to HUD and determine when these transactions will appear on the voucher. Next, using a realistic case study, the instructor will show participants how to correctly report various types of repayment transactions on the new repayment agreement schedule of the monthly voucher and how to proceed when terms of the agreement are not upheld by the tenant.



I just completed the training with you on "Stress Free MORs". It is such a helpful course.

I especially appreciate the checklist and the amount of detail in each line item. This has been the most helpful course I have taken on MOR preparation.

-Terry, TX



ADVANCED OFFERINGS CONTINUED

VAWA Compliance Obligations

2 hours

In 2016, HUD published the VAWA Final Rule, implementing housing protections authorized in the Violence Against Women Reauthorization Act of 2013 (VAWA) in all of HUD's covered programs. This Final Rule prompted required edits to written policies, forms, and recertification procedures. How did you react and adapt? In response to this Rule, did you create an Emergency Transfer Plan for your property? Does it include all required elements? This interactive webinar will teach participants what protections and options must be provided to VAWA victims regarding their application or current housing assistance. Learn what adjustments must be made in the policies, interview, screening, recertification, and termination processes to fully comply with this regulation.

Communicating with Residents Regarding HOTMA

2 hours

Changes at this level are scary for both managers and impacted households. Effectively communicating HOTMA changes to both your in-place and applicant households is a crucial element to successful implementation. The message is also not the same for both groups. Selective and deliberate word choice matters and increases the likelihood that the message is clearly understood. Delivery that incorporates reasonable accommodations for disabilities and/or modifications for those with Limited English Proficiency are equally important. During this session, Jenny will provide tips and recommendations for how to craft written notifications to households that are both accurately worded and easy to understand. When must these notifications be sent and how? What topics should you cover? Do you know and understand what discretionary procedures your property has opted to utilize that dictate what is relayed? Join us for a productive session that will ensure your message is clear and helpful versus vague and confusing to those reading it.

Stress Free MORs: Maximizing Optimal Results

2 hours ****

Preparing for an upcoming MOR makes managers anxious about their leasing and occupancy compliance. In this advanced class, we will highlight specific elements of your leasing and occupancy procedures that will be scrutinized during your MOR and help you develop your "To Do" list to avoid findings. Leave with a renewed sense of confidence that you can earn the rating you seek!

Proposed Changes to Criminal Screening Initiatives

2 hours

HUD is currently soliciting industry comments related to significant changes to criminal screening practices at HUD communities. Historically, these rules identified who was not permitted to move into assisted housing and receive assistance, but afforded owners latitude with regards to timeframes and how certain categories of crimes were evaluated. Now, with the introduction of several state-level laws being passed, some owners are having to accommodate restrictions on timeframes and classifications of convictions that can and cannot be considered within their state. Join us for a productive discussion on how these localized initiatives geared at providing convicted criminals with opportunities to find affordable housing following incarceration or rehabilitation are now dictating the allowable parameters for criminal screening practices at HUD communities.

"RAD"ical Road to PBRA Occupancy

2 hours ***

Converting a Public Housing property or a PRAC community to a Project Based Section 8 Property is a heavy lift. Whether you are preparing for, in the midst of, or have recently closed on your RAD deal, we offer an interactive webinar to help you create a task list and timeline prior to closing to transition your operation successfully. We discuss gaining access to HUD Secure Systems, revamping the necessary leasing and occupancy procedures to be Multifamily compliant, and perhaps the most crucial operational decision-selecting a TRACS Compliant software program. Next, we provide outlines and operational tips to ensure you submit accurate tenant certifications and HAP Requests to TRACs to facilitate subsidy payments-highlighting those special processing nuances that are unique to RAD conversions.

HOTMA Hot Topics

2 hours

This session will be segmented into more focused discussions of how HOTMA impacted three key areas of rental calculations - Income, Assets, and Expenses. Jenny will identify the major changes in each category to be aware of, what discretionary options exist for owners to consider for calculation methodologies, and what elements of the regulatory changes are prompting clarification requests or questions from the industry about interpretation. Again, content in this session will be updated, if and when any additional published HUD guidance or FAQs are released in advance of the class.



WHAT WE VALUE

A LETTER TO MY CLIENTS

In the affordable housing industry, my reputation as a trainer and consultant is crucial to my success. Word of mouth is our most successful form of advertisement. At DeSilva Housing Group, we understand that to earn your trust, we must operate with the highest standards of integrity and honesty. This approach ensures we deliver the products, services, and training **you** need, when and how **you** need it.

Every client is unique. Whether you need comprehensive training or a refresher course, routine compliance consulting or guidance with a challenging scenario, we customize our engagement to meet your needs and your budget. We will never try to upcharge you or convince you to purchase a product or service you do not need.

We get what you do because we have done it ourselves. Let us share with you, policies, operational methodologies, and techniques that achieve compliance, while incorporating the efficiencies to help you work smarter.

We value our clients as housing professionals and partners with a shared goal of delivering safe and affordable housing assistance to low-income families in our communities. Let's do this together. We look forward to working with you!

Jenny DeSilva

President/CEO



**DeSilva
Housing Group**

CONSULTING & TRAINING



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