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| **Free Online Courses for CHAM Members**  **Courtesy of CHAM’s online training partner HAI Group**  **Click here to** [**JOIN CHAM**](http://www.chamonline.org/membership)  **Classes available starting mid-June 2020** |
| **Building Community Partnerships**  **Description:** This interactive course is an exploration on the importance of developing mutually beneficial alliances within the community. Dr. Larry Williams, Executive Director of the Housing Authority of the City of Freeport, Illinois, shares the secrets to his success in developing strong community partnerships. This course highlights best practices, challenges, tips, and resources that you can implement in your community.  **Duration:** 30 Minutes |
| **Creating Sustainable Communities Informative Short**  **Description:** This informative short discusses the conclusions gleaned from the Public and Affordable Housing Research Corporation’s (PAHRC) report: How Sustainable Communities Create Resilient People. Highlighting the social, environmental, and economic approaches to building sustainability into community development plans, this informative short shows the positive outcomes of thinking long-term and acting short term.  **Duration:** 14 Minutes |
| **Crime Prevention in Housing Informative Short**  **Description:** This informative short looks at crime statistics, provides theories about why it occurs, and explains what actions can be taken to help prevent crime in your agency.  **Duration:** 10 Minutes |
| **Customer Service Basics**  **Description:** This Nan McKay course provides information used by housing agencies to begin to master the art of customer service. Self-assessment tools to evaluate your current customer service and communication skill levels, as well as to develop a customer service policy for your agency are included.  **Duration:** 2 Hours 30 Minutes |
| **Dispute Resolution Informative Short**  **Description:** This informative short highlights concrete skills for handling disputes between residents and/or employees.  **Duration:** 20 Minutes |
| **Housing Education Series** **Description:** Gain a deeper understanding of the public and affordable housing world. Hear about housing programs and how they operate in order to give you a better understand of housing from then to now. Learn the impact, outcomes, and values that affordable housing brings to families and the communities it supports.  **Duration: 55 Minutes**. |
| **How to do Routine Inspections Informative Short**  **Description:** This informative safety short discusses the importance of completing routine inspections, the difference between a routine inspection and an annual inspection, what to look for when inspecting the exterior of a building and grounds, and how and why to properly document inspections.  **Duration:** 5 Minutes |
| **How to Prevent Fraud**  **Description:** This course defines fraud, identifies internal controls and proven methods used to safeguard assets, and examines best practices for deterring fraudulent activities of applicants, residents, and property owners. Ways to monitor and uncover fraudulent activities are also covered.  **Duration:** 2 Hours |
| **How to Report and Investigate Incidents Informative Short**  **Description:** This informative safety short discusses the importance of incident investigation, the risks that incidents pose to housing agencies, the importance of completing incident reports in a timely manner, how and why to properly document incidents with photographs, and which paperwork to use to report an incident to the proper channels.  **Duration:** 5 Minutes |
| **Novogradac LIHTC 101 – Tax Credit Basics**  **Description:** This course offers an introductory overview of Low-Income Housing Tax Credits (LIHTC), including an overview of affordable housing, an introduction to the tax code as it relates to LIHTC, and an example tax credit calculation. The application process, program rules and the typical partnership structure, as well as earning and claiming tax credits, noncompliance, and recapture are all key topic areas covered in this course.  **Duration:** 1 Hour 30 Minutes |
| **Property Manager Intermediate**  **Description:** This property manager intermediate-level course will help property managers understand accounting principles, terminology, manage budgets and expenses, use financial resources effectively, and minimize risks.  **Duration:** 2 Hours |
| **RAD Overview Informative Short**  **Description:** This RAD Overview is an informative short designed to highlight the US Department of Housing and Urban Development’s (HUD) Rental Assistance Demonstration (RAD) Program. This overview covers what RAD is, why RAD, a basic overview of how RAD works, as well as where to find resources, and frequently asked questions.  **Duration:** 10 Minutes |
| **Risk Management Fundamentals**  **Description:** This course provides an overview of the risk management process, business continuity planning and crisis management training and tools, as well as introduce the benefits of partnership between HAI Group and its members. Completing this course can improve an agency’s risk factors, and help them develop a risk management process that works.  **Duration:** 2 Hours |
| **Slips, Trips, and Falls Prevention Informative Short**  **Description:** This informative short examines slips, trips, and falls including how and why they occur, facts about slips, trips, and falls, contributing factors, prevention, and safety tips.  **Duration:** 5 Minutes |
| **Solving Difficult Resident Situations**  **Description:** This informative short discusses how to recognize and handle challenging situations involving residents. With this step-by-step guide to dealing with complaints and different personalities, listening and reflecting are just two of many tips to handle these type of situations with poise.  **Duration:** 14 Minutes |
| **Succession Planning – Informative Short**  **Description:** This informative short examines succession planning, why it is important, the steps for successful succession planning, and how to develop a succession plan.  **Duration:** 7 Minutes |
| **Transitioning to a Management Position**  **Description:** This informative short examines how to effectively transition from working as a peer in an organization to managing your peers. Learn how unfair treatment can lead to employment violations, and why it is so critical to understand and enforce personnel policies fairly.  **Duration:** 25 Minutes |
| **We’re All in This Together – Resident Orientation Video**  **Description:** As part of your overall resident orientation program we bring you this engaging, short orientation video to share with your applicants and residents. This video highlights housekeeping requirements, health and safety precautions, and how to be a good neighbor.  **Duration:** 12 Minutes |
| **Working in Partnership with Your Attorney Informative Short**  **Description:** This brief course is an overview on what the insurance company attorney's role is in helping housing agencies prepare to defend lawsuits. You will learn how best to work with the attorney to achieve the joint goal of preventing losses, defending lawsuits, and avoiding scrutiny from the press.  **Duration:** 16 Minutes |