



# Leadership Institute Training

## Admissions & Occupancy

---

### Course Description

Admissions & Occupancy Program Management is an interactive course designed to enhance the job performance of occupancy specialists and other tribal housing professionals working on admissions and occupancy issues. This course will cover the application and selection process, eligibility, calculating annual income, determining monthly rental or homeownership payments, occupancy standards, collections practices and compliance, effective communication techniques with residents, and lease agreement compliance. Participants are encouraged to bring calculators and copies of their admissions and occupancy policies so that they can practice applying them to case studies and role playing exercises presented to them during the course.

### Objectives:

- Improved job performance of occupancy specialists and other tribal housing staff working with admissions and occupancy issues.
- Learn how the application and admissions process for tenants and residents works.
- Learn how NAHASDA and tribal housing policies impact admissions and occupancy programs.
- Understand what requirements should be included in admissions, continued occupancy, collection, and grievance policies.
- Learn how to apply eligibility criteria.
- Learn how to calculate annual income and how to compute monthly house payments and rents.
- Understand the importance of verifying applicant information.
- Understand the political, legal and financial implications of collections and compliance.
- Practice strategies for effective communications with residents.
- Understand the importance and benefits of effective collections and compliance with policies and procedures.

### Who Should Attend?

Admissions and occupancy staff, resident services staff, housing directors, deputy directors, housing management staff, or others interested in learning about the admissions and occupancy program. Housing committee members and housing board members are also encouraged to attend.

---