**HOUSING AUTHORITY OF THE
CITY OF MILWAUKEE**

Cavalier Johnson
Mayor

Willie L. Hines, Jr.
Secretary-Executive Director

Board of Commissioners

Staff Training and Development

Accomplishments:

Customer Service Training

HACM offered Customer Service Training to the organization. Customer service training is the coaching that employees receive with the goal of improving support and satisfaction among customers. The in-person, instructor lead training program included exercises for improving interpersonal communication, product knowledge, conflict resolution, crisis management, and more. The feedback was positive with employees emphasizing the unknown questions that were answered and the group think that answered them.

Preparing for the Future -Career Ladder-Succession Plan Maintenance Leadership

The purpose of the Maintenance Services Career Ladder – Succession Plan is to provide site-based maintenance personnel an opportunity to achieve the skills necessary to be fully functional members of the Maintenance Management Team.   Through a combination of training opportunities, the successful participant will enhance their skills in carpentry, painting, electrical, plumbing skills, and management skills and be able to apply them in a fast-paced environment. The program is designed to be completed in two years, subject to actual hours worked, with wage progression throughout. Although there is no guarantee of promotion, it is highly likely that due to the need to develop internal staff in maintenance managerial roles, such placement will be made.   Participants in this program will be given priority for future openings.

Career Paths were created for:

- Maintenance Director
- Maintenance Operations Field Manager

HUD HCV "Essential Training Series PHA

HACM leadership in Finance and RAP have been assigned training on HCV Financial Management, HCV Overview Video Series, and HCV Utilization Training: Financial Management and Best Practices.

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(414) 286-0833 Fax

Community Services
650 W. Reservoir Ave.
Milwaukee, WI 53212
(414) 286-5100 Voice
(414) 286-3169 Fax
(414) 286-3504 TDD

Housing Operations
5125 W. Lisbon Ave.
Milwaukee, WI 53210
(414) 286-2192 Voice
(414) 286-8742 Fax

Maintenance Operations
2411 N. 51st St.
Milwaukee, WI 53210
(414) 286-2931 Voice
(414) 286-0208 Fax

Travaux, Inc.
401 E. Ogden Avenue
Milwaukee, WI 53202
(414) 209-1800 Voice
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Rent Assistance
5011 W. Lisbon Ave.
Milwaukee, WI 53210
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NAHRO Housing Choice Voucher Occupancy, Eligibility, Income, and Rent Calculation Training

All members of the RAP department received a week-long, in-person, instructor lead training that combined Housing Choice Voucher (HCV) Occupancy and HCV Eligibility, Income, and Rent Calculation into one comprehensive program. This seminar provided participants with an understanding of the vast regulatory guidance that has formed and shaped the Housing Choice Voucher program. It focused on effective interviewing, waitlist management, screening, outreach, marketing, and accurate application of eligibility, income, and rent calculation regulatory compliance. The nuts and bolts of dealing with eligibility, income, and rent calculations were addressed by engaging participants in skill development and practice. Most importantly, this class was designed to equip participants with the necessary skills to reduce errors and avoid HUD findings in compliance audits.

Additional Training

- Tax Credit Training – Applicable personnel and compliance team March 2023
- Certified Occupancy Specialist – Applicable personnel March 2023

Future Training Activities:

MISSION

Provide structure and support to The Housing Authority of the City of Milwaukee (HACM) and its subsidiaries in its mission by providing employee training and development opportunities.

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VISION

Culture of Excellence

The Housing Authority of the City of Milwaukee (HACM) is in the initial stages of developing HACM University to support its mission and organization-wide culture of excellence through outstanding staff performance and the expansion of skills and knowledge among all employees. HACM is committed to employee training and development through the development and implementation of HACM University. Training delivered will be designed to be meaningful, timely, useful, customer-focused, and actionable.

Training will be prescribed in the following formats:

First Day Training	Training requirements assigned to a newly hired or rehired employee to be completed within the first day of employment; part of the First Day Checklist assigned via the YARDI system and completed on-line
Job Specific Training/Staff Training & Development	Training specific to each position, or deemed beneficial by the Agency. Examples: 1. Office Support: Customer Service 2. Maintenance: Safety 3. Supervisors: Conflict Resolution/Mediation/Time Management 4. Managers: Leadership Development
Statutory Training	Training is required to achieve or maintain a statutorily required certification.
Mandatory Training	Coursework or training required by the Agency Examples: 1. Anti-Harassment Training 2. Respectful Workplace 3. Active Shooter Training
Employee Initiated Training	Employee- identified job-related training that is beneficial to the Agency and to their career subject to approval by the employee's department head.

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YARDI ASPIRE

The housing industry traditionally faces high turnover rates among site staff, averaging 30% to 50% per year in many organizations. In this environment, bringing new staff up to speed quickly and updating existing employees on changing regulations and technology is a necessity to maintain good customer service, ensure productivity, and remain compliant with applicable laws and internal policies.

HACM, in March of 2023, purchased Yardi Aspire. Yardi Aspire offers innovative staff training on Yardi software, professional skills, and more. Improving employee performance has never been easier or more effective.   Aspires has a large catalog of customizable courses relevant to industry topics.

HACM will use this platform to assign relevant classes to be housed in the framework of HACM University. The classes will be based on the table above with the intent to develop a holistic learning experience from the beginning of hire to continuing education and refresher courses for our tenured employees.

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