Course Description

The International Association of Official Human Rights Agencies (IAOHRA) and National Fair Housing Training Academy (NFHTA) are partnering to convene Civil Rights, Fair Housing, Human Rights, and Relations Agencies to share knowledge, and learn from national and international experts on hot topics and emerging issues during NFHTA will conduct one of its foundational training courses, the Fundamentals of Fair Housing Intake.

This in-person training aims to increase awareness and the use of the Fair Housing best practices at the state and local level; and increase the number of agencies in HUD’s FHAP and FHIP programs by broadening attendance to Human Rights and Human Relations agencies who may wish to apply for funding. Register today!

Course Objectives

• Understand how to conduct fair housing intakes within statutory and regulatory requirements

• Learn about and practice strategies for face-to-face and remote intakes, including providing reasonable accommodations

• Learn how to apply customer service best practices when working with aggrieved persons, including sharing lessons learned amongst peers in response to various scenarios

• Learn how to draft complaints in a timely, accurate manner, and make appropriate referrals

• Meet and connect with peers from other organizations to share experiences and establish connections

Schedule and Registration Instructions

This course consists of a four-day in-person delivery to be held on August 12 – 15, 2024.

• August 12: 1:15 PM - 5:15 PM

• August 13: All day IAOHRA Bus Tour

• August 14: 9:00 AM - 12:00 PM and 1:15 PM - 4:15 PM

• August 15: 10:00 AM - 12:00 PM

Twenty slots are available for Human Rights and Human Relations agencies who will potentially apply for FHAP certification or FHIP funding. Staff from FHAP or FHIP agencies will receive higher priority. Up to three staff from each agency will be admitted. Regional diversity and role in the organization are given
consideration in the selection process. The IAOHRA point of contact will make their selections, and participants will be notified by July 25th. Register Today!

Submit your registration request by clicking the NFHTA IAOHRA Registration Request module and answering the questions. The request module will show as "completed" when you have successfully submitted your request.

Note: Submitting a registration request does not confirm eligibility to attend the course. The NFHTA and IOHRA team reviews each request, and selects participants on a first-come, first-served basis and if all course eligibility criteria is met. You will receive an enrollment notification within 1-2 weeks of the course start date notifying if your request was approved, waitlisted, or declined.

**DO NOT BOOK ANY NON-REFUNDABLE TRAVEL ARRANGEMENTS UNTIL YOU RECEIVE A CONFIRMATION EMAIL TO ATTEND THE TRAINING. HUD IS NOT RESPONSIBLE FOR PENALTIES INCURRED DUE TO CANCELLED ARRANGEMENTS.**

Eligibility Criteria

- Be currently employed by a FHIP or FHAP, a prospective FHIP recipient, FHAP agencies such as Human Rights and Human Relations agencies, with less than 3 years of experience working in fair housing
- Support intake activities with a FHIP or FHAP
- Have completed NFHTA’s Basics of Fair Housing OR be familiar with the Basics of Fair Housing Learning Objectives

Contact

NFHTA Registrar | nfhta@hudexchange.info