

## Certification Program Improvements – Effective 1 February 2002

Here is an overview of the changes that are being made:

✍️ A **Functional Level Certification** will be added. It is designed for housing personnel with at least six months experience who are actively pursuing professional development toward a career in a functional housing area. This training will be especially helpful to employees who have transferred from other career areas and have limited housing experience. Members may qualify for Certification after taking three MHLI “functional” courses, one from each **foundation focus area of customers, assets and finances**. Upon meeting all requirements, a Defense Functional Specialist (**DFS**) designation will be awarded.

✍️ **Level One** will still require two MHLI workshops however; one workshop will be a 2 ½ - days generalist course (Foundations of Management) that covers “customer service” and “basic management” and the second required course must be one of the “functional”, 2-days workshops being offered. Additional workshops will earn you CEUs and count toward total training points for Certification.

✍️ For **Level Two**, the required years of housing experience will be reduced from 8 years to 6 years.

✍️ **Level Two** will now require two MHLI workshops. One workshop will still stress “leadership” but the current course will be updated and reduced to 2 ½-days. The new course title is: **TPL: Techniques and Processes of Leadership**. The second required workshop is a “functional”, 2-days course with emphasis on “budget and financial processes” - **Assets Management**.

✍️ The current **Level Two** requirement to complete a “service management course” and “another property management course” will be combined into one requirement; candidates will only have to meet one of these requirements.

✍️ For **Level Three**, required years of housing experience will be reduced from 12 years to 8 years.

✍️ The **Level Three** workshop will still focus on “organizational vision” but it will become 2 ½-days retreat led by an experienced facilitator. The workshop title is: **Visionary Leaders Retreat**. Attendance will be restricted to GS-12s and above.

✍️ The initial **program enrollment process** is no longer required. Members who register for workshops will automatically become enrolled. The enrollment fee is abolished. A \$65 fee will be required with each application to cover the cost of the plaque.

✍️ The application process will be simplified. Resumes will be allowed to support work experience and you will be able to easily compile your points for training experience.

**Training Requirements Summarized for Each Level in Table Below**

Certification	Experience	Education & Training	Activities	Course Requirements	Total Points Required	Re-certification
Minimum Requirements						
<ul style="list-style-type: none"> <li><b>Functional Level</b> Certified Defense Functional Specialist (DFS)</li> </ul>	6 Months	None	None	<ul style="list-style-type: none"> <li>One MHLI course from each Foundation Focus Area (3 x 2 days)</li> </ul>	N/A	<ul style="list-style-type: none"> <li>25 additional qualifying points over 5 years</li> </ul>
	<ul style="list-style-type: none"> <li><b>Level One</b> Certified Defense Housing Manager (DHM)</li> </ul>	15 points (3 years)	30 points	None	<ul style="list-style-type: none"> <li><i>Foundations of Management</i> (2 ½ days)</li> <li>One MHLI “functional” course (2 days)</li> </ul>	75
<ul style="list-style-type: none"> <li><b>Level Two</b> Certified Defense Housing Professional (DHP)</li> </ul>	30 points (6 years)	80 points	None	<ul style="list-style-type: none"> <li><i>TPL: Techniques and Processes of Leadership</i> (2 ½ days)</li> <li><i>Assets Management</i> (2 days)</li> </ul>	195	<ul style="list-style-type: none"> <li>50 additional qualifying points over 5 years</li> </ul>
<ul style="list-style-type: none"> <li><b>Level Three</b> Certified Defense Housing Director (DHD)</li> </ul>	40 points (8 years)	120 points	None	<ul style="list-style-type: none"> <li><i>Visionary Leadership Retreat</i> (2 ½ days)</li> </ul>	250	N/A

Any of the below listed courses will be accepted for meeting the training requirements for a DFS designation, as well as, meet the requirements for a Level I “functional” course. Additional courses may be developed in the future that will also be credited for Certification.

<b>Customer Focus</b>	<b>Asset Focus</b>	<b>Financial Focus</b>
<b>Foundation “Functional” Courses</b>		
<b>?? Foundations of Customer Service</b>	<b>?? Foundations of UPH Management</b>	<b>?? Foundations of Budgeting</b>
	<b>?? Foundations of UPH Property Maintenance</b>	
<b>?? Foundations of Housing Referral</b>	<b>?? Foundations of Furnishings Management</b>	<b>?? Foundations of Accounting</b>
	<b>?? Foundations of Facilities Management</b>	
<b>Other “Functional” Courses</b>		
<b>?? Customer Service Awareness</b>	<b>?? UPH Management</b>	<b>?? Housing Financial Management</b>
	<b>?? Introduction to Housing Operations</b>	
<b>?? Housing Director/Manager Seminar</b>	<b>?? Housing Inspector/Engineering Technician</b>	
	<b>?? Housing Facilities Management</b>	

## REVISED APPLICATION FOR CERTIFICATION - QUALIFICATIONS

### *Functional Level – minimum one Foundation Course for each of three focus areas*

- Must be a member of PHMA in good standing.
- Must subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Must have a minimum of 6 months in a “functional” area of Family Housing, Unaccompanied Personnel Housing or Lodging.
- ?? Complete one Foundation Course for each of three focus areas and pass the exams. Any course listed in the table in paragraph 6, page 6; tuition for PHMA members - \$375.00, non-members - \$425.00.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for Certification status.
- ?? Must obtain supervisor’s endorsement, which will address performance.
- ?? Meet the below “Qualification Categories Minimum”.

### ☞ Qualification Categories Minimum

A minimum of three “foundation” courses required; one from each focus area.

Six months “functional” housing experience.

### *Level I – minimum of 75 overall points*

- Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Minimum of three years experience as a staff member or supervisor in Family Housing, Unaccompanied Personnel Housing or Lodging (15 points, five points awarded for each year of experience).
- ?? Complete the course and pass the exam for “Foundations of Management” (3 points). A 2 ½ days course; tuition for PHMA member - \$400.00, non-members - \$450.00.

- ?? Complete and pass the exam for a “functional” course (1 point). Any course listed in the table in paragraph 6, page 6 is acceptable. Tuition for PHMA members - \$375.00, non-members - \$425.00.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for regular, Certification status. All other members may apply for “Associate” Certification status.
- ?? Obtain supervisor’s endorsement, which will address performance.
- ?? Meet the below “Qualification Categories Minimum Score”.

☞ **Qualification Categories Minimum Score**

A minimum of 75 total points required.

<u>Category</u>	<u>Minimum</u>
Work Experience	15
Education and Training	30
Service Activities	0

***Level II – minimum of 195 overall points***

- Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Active designation at Level One – Certified Defense Housing Manager.
- ?? Minimum of six years experience (30 points) in Family Housing, Unaccompanied Personnel Housing or Lodging.
- ?? Complete the course and pass the exam for “TPL: Techniques and Processes of Leadership” (3 points). A 2 ½ days course; tuition for PHMA members - \$400.00, non-members - \$450.00.
- ?? Complete and pass the exam for “Assets Management” 2 days (1 point)
- ?? Complete either a Housing Management Course; can be a Service sponsored management course (e.g. AFIT 406, FHMI MS-2, NEI, etc.) minimum of 2 ½ days (3 points) or must have at least one course offered by another property management organization, minimum of 3 days (3 points).

**Other Property Management Organizations to include:**

*Education Institute of American Hotel and Lodging Association (EI-AHLA)*

*Building Officials and Code Administrators (BOCA)*

*Building Owners and Managers Institute (BOMI)*

*Community Associations Institute (CAI)*

*Institute of Real Estate Management (IREM)*

*International Facility Management Association (IFMA)*

*National Affordable Housing Management Association (NAHMA)*

*National Apartment Association (NAAA)*

*National Association of Home Builders (NAHB)*

*National Association of Housing and Redevelopment Officials (NAHRO)*

*National Association of Residential Property Managers (NARPM)*

*National Center for Housing Management (NCHM)*

*National Development Council (NDC)*

*Urban Land Institute (ULI)*

- ?? At least two years supervisory experience (team leader or lead analyst positions will qualify) or two years headquarters staff level experience.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for Level Two Certification status.
- ?? Obtain supervisor's endorsement, which will address performance.
- ?? Meet the below "Qualification Categories Minimum Score".

☞ **Qualification Categories Minimum Score**

A minimum of 195 total points required.

<u>Category</u>	<u>Minimum</u>
Work Experience	30
Education and Training	80
Service Activities	0

**Level III – minimum of 250 overall points**

- Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Active designation at Level Two – Certified Housing Professional.
- ?? Minimum of eight years total experience (40 points) in Family Housing, Unaccompanied Personnel Housing or Lodging.
- ?? Complete the course and pass the exam for MHLI sponsored course “Visionary Leaders Retreat”; 2 ½ days (3 points).
- ?? At least four years supervisory experience or four years headquarters staff level experience.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for Level III Certification status.
- ?? Obtain supervisor’s endorsement, which will address performance.
- ?? Meet the below “Qualification Categories Minimum Score”.

☞ **Qualification Categories Minimum Score**

A minimum of 250 total points required.

<u>Category</u>	<u>Minimum</u>
Work Experience	40
Education and Training	120
Service Activities	0

**Re-certification**

- ?? Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- Work experience in Family Housing, Unaccompanied Personnel Housing or Lodging three of the past five years.
- For Functional Level must accrue 25 points of additional training.
- For Levels One and Two must accrue 50 points of additional training.

☞ **Qualification Categories Minimum Score for Functional Level**

A minimum of 25 additional total points required from the date of original Certification.

<u>Category</u>	<u>Minimum</u>
Work Experience	15
Education and Training	5
<b>Service Activities</b>	<b>0</b>

☞ **Qualification Categories Minimum Score for Levels I and II**

A minimum of 50 additional total points required from the date of original Certification.

<u>Category</u>	<u>Minimum</u>
Work Experience	15
Education and Training	20
Service Activities	0

**Note - Points are awarded the same as for the original application.**