



GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service *Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**[™], a menu-driven database system. The INTERNET address for **GSA Advantage!**[™] is: <http://www.GSAAdvantage.gov>.

Schedule for - Professional Services Schedule

Industrial Group: 00COPR **Class:** R499

Contract Number: GS-10F-0162M **Modification Number:** PO:0030

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>

Contract Period: February 15, 2002 - February 14, 2022

Contractor: Military Housing and Lodging Institute, Inc. (D.B.A.) MHLI
154 Fort Evans Road NE
Leesburg, VA 20176 4440

Business Size: Other than small business

Telephone: (703) 771-0055

Extension:

FAX Number: (703) 771-0299

Web Site: www.mhli.org

E-mail: mpearson@mhli.org

Contract Administration: Mona B. Pearson

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Recovery	SIN Description
874-1	874-1RC	Integrated Consulting Services
874-4	874-4RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

2. Maximum Order: \$1,000,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage (delivery Area): Domestic and Overseas

5. Point(s) of production (city, county, and state or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted). See Attachment.

7. Quantity discounts: None Offered

8. Prompt payment terms: Net 30 days

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: will

10. Foreign items (list items by country of origin): None

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

- 11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. **Payment address(es):** Same as company address
15. **Warranty provision.:** Contractor’s standard commercial warranty.
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
19. **Terms and conditions of installation (if applicable):** N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. **Terms and conditions for any other services (if applicable):** N/A
21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at:** www.Section508.gov/.
25. **Data Universal Numbering System (DUNS) number:** 151206666
26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registered
27. **Final Pricing:**

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

Pricing

	SIN 874-1 Consulting Services Hourly Rate					
Labor Category	2/15/2016 – 2/14/2017	2/15/2017 – 2/14/2018	2/15/2018 – 2/14/2019	2/15/2019 – 2/14/2020	2/15/2020 – 2/14/2021	2/15/2021 – 2/14/2022
Program Director	\$108.53	\$110.97	\$113.47	\$116.02	\$118.63	\$121.30
Senior Advisor	\$97.77	\$99.97	\$102.22	\$104.52	\$106.87	\$109.28
Project Manager	\$83.10	\$84.97	\$86.88	\$88.84	\$90.84	\$92.88
Advisor	\$48.89	\$49.98	\$51.10	\$52.25	\$53.43	\$54.63

*escalation based on I-FSS-969(b)(1) at an annual rate of 2.3%

Course Name	2/15/2016 - 2/14/2017	2/15/2017 - 2/14/2018	2/15/2018 - 2/14/2019	2/15/2019 - 2/14/2020	2/15/2020 - 2/14/2021	2/15/2021 - 2/14/2022
CS 100	\$8,733.42	\$8,929.92	\$9,130.84	\$9,336.29	\$9,546.35	\$9,761.15
CS 103	\$8,733.42	\$8,929.92	\$9,130.84	\$9,336.29	\$9,546.35	\$9,761.15
CS 104	\$8,733.42	\$8,929.92	\$9,130.84	\$9,336.29	\$9,546.35	\$9,761.15
MGT 401	\$10,188.62	\$10,417.87	\$10,652.27	\$10,891.94	\$11,137.01	\$11,387.60
MGT 402	\$9,703.46	\$9,921.79	\$10,145.03	\$10,373.29	\$10,606.69	\$10,845.34
MGT 403	\$10,188.62	\$10,417.87	\$10,652.27	\$10,891.94	\$11,137.01	\$11,387.60
GEN 703	\$7,762.76	\$7,937.42	\$8,116.01	\$8,298.62	\$8,485.34	\$8,676.26
GEN 704	\$7,762.76	\$7,937.42	\$8,116.01	\$8,298.62	\$8,485.34	\$8,676.26
UH 501	\$9,735.64	\$9,954.69	\$10,178.67	\$10,407.70	\$10,641.87	\$10,881.31
UH 502	\$9,735.64	\$9,954.69	\$10,178.67	\$10,407.70	\$10,641.87	\$10,881.31
UH 503	\$20,089.42	\$20,541.44	\$21,003.62	\$21,476.20	\$21,959.41	\$22,453.50
UH 503A	\$20,089.42	\$20,541.44	\$21,003.62	\$21,476.20	\$21,959.41	\$22,453.50
PVT 600	\$20,089.42	\$20,541.44	\$21,003.62	\$21,476.20	\$21,959.41	\$22,453.50
PVT 600A	\$20,089.42	\$20,541.44	\$21,003.62	\$21,476.20	\$21,959.41	\$22,453.50
PVT 600B	\$20,089.42	\$20,541.44	\$21,003.62	\$21,476.20	\$21,959.41	\$22,453.50
PVT 606	\$18,544.08	\$18,961.32	\$19,387.95	\$19,824.18	\$20,270.23	\$20,726.31
FAC 300	\$9,735.64	\$9,954.69	\$10,178.67	\$10,407.70	\$10,641.87	\$10,881.31
FAC 303	\$10,302.26	\$10,534.06	\$10,771.08	\$11,013.43	\$11,261.23	\$11,514.61
FAC 304	\$9,735.64	\$9,954.69	\$10,178.67	\$10,407.70	\$10,641.87	\$10,881.31
FAC 306	\$10,302.26	\$10,534.06	\$10,771.08	\$11,013.43	\$11,261.23	\$11,514.61
FAC 309	\$22,149.88	\$22,648.25	\$23,157.83	\$23,678.88	\$24,211.66	\$24,756.42
FIN 200	\$9,735.64	\$9,954.69	\$10,178.67	\$10,407.70	\$10,641.87	\$10,881.31
CS 105	\$9,735.64	\$9,954.69	\$10,178.67	\$10,407.70	\$10,641.87	\$10,881.31

CS 106	\$20,089.42	\$20,541.44	\$21,003.62	\$21,476.20	\$21,959.41	\$22,453.50
HSO 100/200	\$13,786.86	\$14,097.06	\$14,414.25	\$14,738.57	\$15,070.19	\$15,409.27
HRS 300	\$16,544.23	\$16,916.48	\$17,297.10	\$17,686.28	\$18,084.22	\$18,491.12
MGT 400	\$16,457.87	\$16,828.17	\$17,206.81	\$17,593.96	\$17,989.82	\$18,394.60
PVT 600 Online	\$1,066.28	\$1,090.28	\$1,114.81	\$1,139.89	\$1,165.54	\$1,191.76
DOD Military Organiz ation and Navy Culture Online	\$278.16	\$284.42	\$290.82	\$297.36	\$304.05	\$310.89

Service Contract Act: The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Labor Categories

Program Director

Education/Experience: PhD/DBA with five years experience or Masters degree and ten years applicable experience, or Bachelors degree and 12 years applicable experience.

Description of Qualifications: Applies process improvement and reengineering methodologies and principles to accomplish process modernization projects. Duties include activity modeling, application of modern business methods, identification of best practices and creating and assessing performance measurements. Provides group facilitation interviewing, training and provides additional forms of knowledge transfer.

Senior Advisor

Education/Experience: PhD/DBA with five years experience or Masters degree in science of art, and a minimum of 10 years relevant experience or Bachelors Degree and 12 years applicable experience.

Description of Qualifications: Develops program performance matrix and techniques for documenting and projecting future performance of individual program elements and broader agency subcomponents. Implements measurement techniques based on engineering benefit/cost fundamentals including financial analysis of decisions, effects of policy and program alternatives on financial attractiveness of options and

behavioral science. Develops systems for management of quality metric data acquisition and analyzes performance (both retrospectively and prospectively) against specific measures related to program goals and objectives.

Project Manager

Education/Experience: Masters degree and eight years applicable experience or Bachelors degree and 10 years experience or applicable 12 years experience.

Description of Qualifications: Serves as contract manager and the contractor's authorized point of contact with the Government Contracting Officer (KO) and Contracting Officer's Representative (COR). Consults with the Government managers; plans, organizes and controls the contractor effort responding to the client's needs. Ensures all activities conform to the terms and conditions of the contract.

Advisor:

Education/Experience: Masters or Bachelors degree in science or art, and a minimum of six years relevant experience or 12 years of directly relevant experience.

Description of Qualifications: Develops program performance matrix and techniques for documenting and projecting future performance of individual program elements and broader agency subcomponents. Implements measurement techniques based on engineering benefit/cost fundamentals including financial analysis of decisions, effects of policy and program alternatives on financial attractiveness of options, and behavioral science. Develops systems for management of quality metric data acquisition, and analyzes performance (both retrospectively and prospectively) against specific measures related to program goals and objectives.

Training Courses

CS 100

Foundations of Customer Service

Learn strategies for customer service using a humorous approach to exploring and understanding the diversity of today's military customers. This approach encourages the attendee to incorporate new techniques into daily operation of the housing organization.

By the end of this course students will be able to:

- Recognize the different communication skills.
- Implement procedures for customer interaction using appropriate forms.
- Differentiate between internal and external customers and identify the unique relationships necessary to provide quality service to each.
- Develop the skills, techniques and methods for delivering quality customer service.

This course is recommended for anyone who has to interact with customers, at any level, as part of their daily tasks. No specific course prerequisites are recommended.

CS 103

Effective Communications = Effective Service

This course asks the question "How can I listen and communicate effectively?" Truly effective communication benefits everyone involved. Participants learn to effectively communicate so others will understand and respond appropriately. Better communication skills lead to better customer service and office interaction.

By the end of this course students will be able to:

- Demonstrates effective listening.
- Identify the best methods to communicate effectively.
- Develop effective verbal and written communication.
- Apply various techniques to communication.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

CS 104

Conflict Resolution and Mediation

Participants will learn how to understand the dynamics and skills essential for successful mediation and conflict resolution. During the course participants will learn to pinpoint disagreements and practice skills in communications and problem solving to deal with the disagreements. The course includes tools to deal with issues that directly involve the participant, as well as mediation skills to assist others in resolving their disputes.

By the end of this course students will be able to:

- Justify different approaches for individual use in conflict situations and effective responses.
- Outline sources of conflict and strategies appropriate for dealing with conflict in varied contexts.
- Select a problem solving model for conflict situations.
- Generalize the communication skills needed to diffuse conflicts.
- Explain necessary skills in managing anger or other difficult emotions.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

MGT 401

Foundations of Management

Good management doesn't come naturally—it's learned and practiced over time. This course is intended to help you understand the nature and principles of managing people and processes to achieve objectives. Starting with the basic functions of managers—in a housing office or corporation—this course offers a look at the techniques common to all management and a foundation in the principles of management.

By the end of this course students will be able to:

- Identify the roles and responsibilities of managers and key elements of good management.
- Analyze goals and measure performance.
- Apply techniques for team building and motivation.
- Summarize various management processes such as risk management and management by objectives.
- Explain the various management tools such as flow charts, Gantt charts, PERT networks and break-even analysis.
- Differentiate between a centralized and decentralized organization and identify and describe the five basic grouping formats.

This course is designed as the initial course in the Management Focus area. It is intended for personnel involved in the management of personnel at any level. No other specific course prerequisites are recommended.

MGT 402 Techniques & Process of Leadership

In James Burns' book, *Leadership*, a study is cited with 130 definitions of leadership. This course will not cover them all—but it will provide an exposure to current thinking on the application of leadership principles within the private and public sectors. Key competencies, characteristics, styles and techniques will be evaluated and interpreted for their relevancy to the housing environment.

By the end of this course students will be able to:

- Summarize current leadership philosophies as applied to the housing environment.
- Compare traditional leadership theories and emerging theories.
- Differentiate between leadership and management and the roles and responsibilities of each.
- Use team-building and group dynamics concepts.
- Classify styles of communication.
- Identify and implement appropriate styles of conflict resolution.
- Classify techniques in negotiation.

This course is designed for personnel in a leadership or a management position at any level

MGT 403 Strategic Leadership for Housing Managers and Directors

This course begins with looking at the characteristics of great organizations through an interactive case study about an amazing private sector company whose excellence in customer service, operations, and profitability make it the benchmark for its industry. Then we explore the three major areas of focus that enables successful senior leaders: Strategic Leadership, Operational Effectiveness, and Organizational Systems Assessments (customers, competition, and capabilities).

By the end of this course students will be able to:

- Identify the characteristics of a great leader and the leader's role in a great organization.
- Summarize team dynamics and repertoire of leadership styles.
- Explain the value chain and supply chain theory and how they apply to housing.
- Complete a measurement of performance and evaluate holistic systems.

- Recognize the basics of situational assessment framework.

This course is designed as the transitional management development course bridging the Level Two and Level Three PHMA certifications. It is recommended for anyone who has completed all of the course prerequisites for attending MGT 404 Executive Retreat.

GEN 703 Stress Management

This seminar includes a video presentation, exercises, handouts and humor in an introduction to stress management tools. The presenter obtains a commitment from each participant to implement the enriching and oftentimes life-saving tools obtained in this training.

By the end of this course students will be able to:

- Distinguish between different stress management techniques.
- Apply stress management tools and techniques on the job.

GEN 704 Diversity—Individual, Cultural and Organizational

Cultural diversity is a phrase synonymous with America. Every culture brings a unique contribution of views, customs and experiences. In today's organizations, the ability to think creatively as a whole, is an important element in solving the problems necessary for an organization to grow. While cultural diversity has the potential for organizational chaos, it can also be a great tool in promoting organizational growth. This course turns misunderstanding into pride and enthusiasm by increasing cultural awareness and sensitivity. Body language, eye contact and common phrase usage are all discussed and analyzed for possible misunderstanding.

By the end of this course students will be able to:

- Interpret our natural tendency toward diversity.
- Summarize cultural awareness and sensitivity techniques.
- Explain the importance of body language, common phrases and idioms.
- Extend cultural sensitivity techniques to the work place.
- Give examples the potential benefits diversity can bring to the work place.

New/Added Classes

UH 501 Introduction to Unaccompanied Housing Management

This two day course is for personnel assigned to manage UH at all levels both military and civilian. Participants of this course learn the basic elements of UH management. The course requires minimum knowledge of military terminology and basic personal management skills.

- By the end of this course students will be able to:
- Be familiar with required policies, directives and instructions governing UH management.
- Be familiar with terms and abbreviations relating to UH.
- Be able to identify offices in the chain of command responsible for UH management.
- Understand UH and furnishings financial requirements and budgeting requirements.
- Understand UH furniture requirements.
- Understand entitlements, minimum standards of acceptable space and privacy
- Understand the DoD Wounded Warrior Program.
- Understand utilization requirements.
- Understand Facilities Condition Reporting.

- Be able to develop effective check-in/check-out welcome package that includes all guidance for living in the UH.
- Understand the requirements of a UH maintenance program.

UH 502 Introduction to Furnishings Management

This course provides housing professionals and other personnel assigned to manage furniture programs with a comprehensive overview of requirements as well as minimum furniture specifications established by DoD and the specific Services. The course concentrates on understanding what quality furniture is, determining needs, procurement regulations and determining what a good proposal is by using Best Value Selection. The course can be customized to a specific Service requirement.

- By the end of this course students will be able to:
- Identify references and terminology associated with the management of a DOD furniture program.
- Understand the basics of furniture manufacturing and identify minimum quality specifications.
- Determine minimum requirements for furniture.
- Develop initial issue and replacement plans.
- Identify funding sources.
- Understand DOD purchasing requirements.
- Understanding Best Value contract awards.
- Understanding inventory control.
- Understand the requirements of furniture storage and disposal.

UH 503 Certified Defense Unaccompanied Housing Manager (CDUHM) — Level 1

MHLI is proud to join with our strategic partners the Professional Housing Management Association and the National Apartment Association to present the first certification program specifically intended for persons involved in the management of Unaccompanied Housing (UH). Successful completion of this five day course will earn students the certification as a Certified Defense Unaccompanied Housing Manager. This course is designed to provide a UH manager with the basic skills required to manage a UH operation that has not yet been privatized. This includes permanent party and student UH. Attendees will be required to participate in group exercises as well as doing subject matter research to be ready for each day's lessons. Attendees will be required to pass the final open text examination with a score of 85% or better to receive certification.

By the end of this course students will be able to:

- Understand the current state of the DoD UH Program and its goals.
- Understand the requirements for quality facilities maintenance and long range maintenance planning.
- Understand current human resources requirements.
- Understand mission, functions and tasks.
- Develop a minimum staffing requirement.
- Understand the requirements for developing standard operating procedures for each function in a UH operation.
- Understand the DoD budget process.
- Develop minimum funding requirements for UH operations.
- Understand UH furnishings requirements and quality furniture specifications.
- Develop an initial issue furniture requirement.
- Understand UH contract requirements.
- Develop a statement of work for a UH function.

Before attending this course, you must attend a three day UH 500 series course or both of the two day UH 501 series and UH 502 series courses. You must also currently be working in or will be assigned to a position in UH management. Attendance at a prerequisite course will be waived if the student can demonstrate a minimum of three years in a UH management position.

**UH 503A
Certified Defense Unaccompanied Housing Manager (CDUHM) — Level 2**

MHLI is proud to join with our strategic partners the Professional Housing Management Association and the National Apartment Association to present the second course in our certification program specifically intended for persons involved in the management of Unaccompanied Housing (UH). This course is relevant to managers of housing specifically assignable to Single Service members. Successful completion of this five day course will earn you certification as a Defense Unaccompanied Housing Manager Level II. This course is designed to provide a UH manager with the advanced skills required to manage a UH operation and also addresses the concepts of privatization of UH. Attendees will be required to participate in group exercises as well as subject matter research to be ready for each day's lessons. Attendees will be required to participate in a group final presentation. Attendees are encouraged to bring a laptop to class.

By the end of this course students will be able to:

- Understand upper level leadership and management concepts.
- Understand the requirements for quality facilities maintenance and long range maintenance planning including preventative maintenance programs.
- Develop staffing requirements based on established mission, functions and tasks and budget constraints.
- Develop standard operating procedures for functions in a UH operation.
- Perform cost benefit analysis for determining the most cost effective delivery of service.
- Develop a performance-based Statement of Work for a UH operation.
- Develop long range funding requirements for UH operations.
- Develop and justify future year program requirements.

Before attending this course you must complete UPH 503 and be certified as a CDUHM Level I. Waivers of the prerequisite will not be considered

**PVT 600
Certified Defense Privatization Manager—CDPM™ Level 1**

MHLI is proud to join with our strategic partners Professional Housing Management Association (PHMA), the Institute of Real Estate Managers (IREM) and the National Apartment Association (NAA) to present the first Certification program specifically intended for persons involved in the privatization of military housing. This is a Level One offering and is intended to cover the privatization process from concept to pre-transition. The intent is to prepare the management level personnel for not only the requirements of the privatization process but to recognize challenges to the management process in the traditional housing office. This course will cover the Congressional legislation applicable to privatization, the Department of Defense guidance, a comparison of the various Services' programs, ethical considerations, private sector maintenance, financial and human resource practices as compared to current Service practices. Also discussed are the traditional management roles of communicating and directing work flow, team building considerations and change management in order to better prepare the management personnel to successfully transition from a traditional housing operation to a privatized operation.

By the end of this course students will be able to:

- Summarize the privatization processes and goals of the Services.
- Explain the role of the private sector partners.

- Compare the different methodologies for results oriented oversight.
- Execute your role in the privatization process.
- Organize and integrate a working privatization partnership.

This course is intended for all levels of personnel who are or may be involved in the privatization of military housing.

PVT 600A
Certified Defense Privatization Manager—CDPM™ Level 2

MHLI is proud to join with our strategic partners Professional Housing Management Association (PHMA), the Institute of Real Estate Managers (IREM) and the National Apartment Association (NAA) to present the first Certification program specifically intended for persons involved in the privatization of military housing.

This is a Level Two offering and is intended to cover the privatization process from transition to long term viability. The intent is to prepare management level personnel for the requirements of the Portfolio Asset Management (PAM) process and provide training in financial analysis to assist in identifying trends that may positively or negatively affect the program success. This course will cover the Congressional and the Department of Defense PAM reporting requirements, the PEP program, responsibilities of the Portfolio and Asset Manager, private sector financial reporting metrics and evaluation of financial spreadsheet data to assist in the decision-making process. Also discussed will be personnel transition issue, program continuity and other management tasks identified in the various Service's Lesson Learned seminars.

By the end of this course students will be able to:

- Recall the principles of partnering.
- Explain the framework and requirements of the Department of Defense PAM Program.
- Understand the relationships between privatized and non-privatized assets and operational requirements that may exist on various installations/bases.
- Plan the financial considerations in determining project trends and long-term financial viability.

Successful completion of the PVT 600 Certified Defense Privatization Manager CDPM™ Level 1 course is a non-waiverable prerequisite. Management personnel who will be responsible for the oversight, PAM responsibilities and long term viability of their respective Service's privatization program should attend this training. It is also strongly recommended that individuals have previous training in private sector financial practices. These skill sets can be developed through courses PVT 602, PVT 603 and PVT 604.

PVT 600B
Certified Defense Privatization Manager—CDPM™ Level 3

With the maturing of both the privatization process and the training jointly provided by PHMA, IREM and NAA, an overall long-term capstone program was mandated. This course will concentrate on maintaining the relationships and sustaining the privatization project through the term of the ground lease. This training is designed to enable the Asset Manager to successfully develop the successive future generations and lay the groundwork for continued success.

By the end of this course students will be able to:

- Implement strategic planning to sustain the vision.
- Use mediation, negotiation, teamwork, integrity and ethics for a strong team.
- Execute the agreement through a better understanding of both public and private sector real estate.
- Judge the problem solving techniques to sustain the asset through applying and understanding project management as a discipline.

Material will be presented through classroom lectures, student discussions and group exercises and case studies. Successful completion of both CDPM™ Level 1 and CDPM™ Level 2 are mandatory prerequisites

PVT 606 Advanced Pro Formas

This four and half day course is designed for Asset Managers who are ready to dive deep into the financial spreadsheets to see what makes them tick. Verify the accuracy of and evaluate a pro forma, then brief recommendations with confidence. Learn how to find what you want, get what you need and understand financial models built by someone else. This course will be an interactive, hands-on class about real estate pro formas. You have already developed a high-level understanding; this will give you the “in-the-weeds” skills to dissect a proposal, determine if the model works properly and assess the impact of proposed changes to the short-, mid- and long-term financial health of a project.

By the end of this course students will be able to:

- Identify the financial concepts and excel formula spreadsheets, including the most commonly used formulas and functions of MS Excel and explore more complex formulas and functions.
- Understand the necessity of good spreadsheet design and learn a five step process to validate an Excel spreadsheet. Learn what it takes to verify that a pro forma is complete and accurate.
- Validate, understand and evaluate a pro forma showing change in project scope.
- Use analytical skills learned by “Briefing Leadership.”

Completion of CDPM™ Level 1 and CDPM™ Level 2 or knowledge of MS Excel is recommended.

FAC 300 Foundations of Facilities Management

This course is designed for personnel involved in the management of government housing facilities. As a foundations course it is intended for personnel who have not had extensive experience in this field. This course is an immersion in the principles and practices of sound facilities management.

By the end of this course students will be able to:

- Identify processes and procedures for successfully managing government housing facilities.
- Comparing the day-to-day relationships between the housing offices, the higher headquarters support staff and the onsite contractor staff.
- Model techniques for short and long range maintenance planning.
- Describe the steps in successful project and maintenance management, including demonstration of familiarity with estimating concepts.
- Distinguish between maintenance and repair projects, whole house renovations, project development and document preparation.
- Ability to summarize current OSD policies regarding facilities management.

This course is designed for all personnel new to Housing and who have not had a strong background in facilities management. No specific course prerequisites are recommended.

FAC 303 Housing Inspector/Engineer Technician

Students will be exposed to the necessary skills and tools to successfully identify and manage the maintenance workload of military housing facilities. Participants will better control their maintenance program by effectively diagnosing the causes of poor maintenance practices and developing a corrective strategy. This course is not a home inspection certification course, nor is it a mechanical or electrical technicians course.

By the end of this course students will be able to:

- Identify the types and purposes of inspections, including the creation of a maintenance plan for vacant quarters.
- Develop onsite inspection procedures.
- Refresh knowledge of COR duties and responsibilities.
- Gain an understanding of workflow process including work order procedures.
- Demonstrate practical skills and techniques in inspection procedures, including completion of forms, customer service and communication.
- Learn techniques of partnering with other service providers through cooperation in group activities.

This course is recommended for personnel involved in the inspection of government housing facilities, either as part of assignment/termination of quarters or BOM work. This course is also recommended for the supervisors of these individuals. No specific course prerequisites are recommended.

FAC 304 Foundations of Asset Management

Whether in military housing or private residential situations, being responsible for assets requires knowledge of facilities management and financial planning. This two day course is designed to improve the understanding of the asset management process, emphasizing the retention of quality facilities.

By the end of this course students will be able to:

- Understand asset conditions and the concept of sustainment, restoration and modernization.
- Apply the planning process to asset management situations.
- Integrate short and long range financial planning with facilities management.

This course is recommended for those individuals identified as management candidates, GS 9 and others with financial or facilities management responsibilities with a housing office. It is recommended that both FAC 300 and FIN 200 or 201 be taken prior to this course.

FAC 306 Advanced Housing Inspector's Course

This three day course is designed for personnel involved in the inspection of government housing facilities and their supervisors. This course is intended to provide a greater depth of understanding for inspectors and is geared toward new construction inspection of family housing dwelling units. Students will be exposed to the various phases of construction from site work to final acceptance. This course is not a home inspection certification course, nor is it a mechanical or electrical technician's course.

By the end of this course students will be able to:

- Comprehend the basics of reading blueprints.
- Interpret the basic symbols used in construction drawings.
- Identify the points of inspection for concrete and exterior enclosure work, interior electrical work and interior plumbing work.
- Know the basics of housing HVAC systems.
- Demonstrate practical skills and techniques in inspection procedures.

FAC 303 is a non-waiverable prerequisite for attendance at this course. Students are requested to review and bring with them the text "The Complete Book of Home Inspection", used in the FAC 303 offering.

FAC 309 Certified Military Housing Inspector (CMHI)

This course is designed for personnel involved in the management of both government housing facilities and private sector inspections. Students will be exposed to the necessary skills and tools to successfully inspect to meet DoD minimum acceptability criteria. They will also be taught to identify and manage the sustainment, renovation and modernization workloads of military housing facilities. This certification course will provide a greater understanding of inspection principles for existing or newly constructed facilities both private sector and governmental. Students will be exposed to the various phases of construction from site work to final acceptance, change of occupancy maintenance requirements, and management of contract vehicles in a military setting. A portion of the class is devoted to understand mold, it's causes, implications, and practical treatment of affected areas, as well as other safety and livability issues. This course is not a home inspection certification course, nor is it a mechanical or electrical technician course.

By the end of this course students will be able to:

- Identify the types and purposes of community and governmental inspections.
- Develop onsite inspection procedures and plan maintenance for vacant government quarters and for-rent community housing.
- Refresh knowledge of COR duties and responsibilities.
- Demonstrate practical skills and techniques in inspection procedures, including familiarity with minimum adequacy standards.
- Identify the points of inspection for concrete and exterior enclosure work, interior electrical work, interior plumbing work, HVAC systems, furnishings and installed fixtures and associated facility components.
- Understand the cause of mold in facilities and be prepared to take steps leading towards remediation.
- Demonstrate familiarity with various construction trades, codes and planning considerations and critical considerations for inspection, with emphasis on special requirements of Wounded Warriors and ADA compliant facilities.
- Input required information into eMH as appropriate.

This course is recommended for personnel responsible for the maintenance and inspection of both family and bachelor government housing facilities. This course is also recommended for the supervisors of these individuals. No specific course prerequisites are recommended.

FIN 200 Foundations of Military Housing Financial Management

Definitions and examples of budget line items, ways to sort through the data and prioritize needed information for budget planning and an overview of the overall budget process are the basics of this course.

By the end of this course students will be able to:

- Review the financial management cycle (planning, programming, budgeting, execution, reporting and review).
- Identify roles and responsibilities of the local command through Congressional authorization and appropriation.
- Outline the budget approval process.
- Explain the Congressional limitations and restrictions.
- Describe partnering techniques for working with the local financial manager.

This course is recommended for all Housing personnel who have responsibilities involving the annual budget process and for all supervisors.

CS 105 Building a Stronger Organization

There is no more room for the status quo in the housing arena. Today's superb housing office is one that requires a unique approach to the clientele that it serves. This one-of-a-kind seminar will provide specifics in terms of how to continually delight clients, improve productivity and enhance morale. You will leave this program with a specific action plan that is tailored to meet your individual needs.

By the end of this course students will be able to:

- Recognize "hands-on, how-to" skills for easy-to-use strategic planning and "executable" tactics that get results.
- Explain setbacks, sidetracks and "curve balls".
- Identify key tenets for maximizing your efforts in the marketplace.
- Apply the seven strategic thinking processes of great achievers and how to "operationalize" them on a daily basis.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

CS 106

Certified Housing Customer Service Representative (CHCSR)

Certified Housing Customer Service Representative will give you the competitive advantage you need to excel in a tough and unique military personnel and family climate. In today's customer-oriented environment, "people skills" are critical for personal and organizational success. As we are dealing with an increasing multi-cultural environment, there exists the potential for different expectations and understanding of what constitutes good customer service. This training would ensure that all members of the housing staff in both CONUS and OCONUS are performing at the same knowledge level. How you handle your customers can directly affect your individual goals as well as your team's and organization's performance. This is the only certified customer service program designed specifically for our industry.

This exciting five day program will prepare you and your entire team to deliver high quality customer service designed to exceed your customer's expectations. Each day of this session is specifically designed to focus a tools and techniques you can take back tomorrow and use or share with your team to improve the quality of the service you deliver every day.

The program helps you create a 90 day "customer service" improvement plan for yourself and for your team. Each learning experience is reinforced with exercises, role-plays, videos and games you develop during each session.

By the end of this course students will be able to:

- Interpret how to deliver better, faster service and increase customer satisfaction.
- Explain how to gain repeat business and know what customers expect.
- Use tools discussed in the class to manage stressful situations more effectively.
- Summarize the signals of customer irritation—and how to respond appropriately and assist in quickly finding a workable solution to your customer's problem.
- Generate and develop a 90 day customer service improvement plan for you and your team.

This course is recommended for all personnel working in a Housing Office. No specific course prerequisites are recommended.

HSO 100/HRS 200

Housing Referral Services (Combined Course)

This five day course is a foundational course in managing the Housing Services Office. Students will be trained in the necessary skills to effectively perform as a HSO staff member and will provide a practical approach to dealing with management challenges. This course was developed provide more detailed knowledge in the local housing market, real estate practices, mortgage specifics, civilian property

management and the general national market trends. It will provide detailed information on how to acquire off-post housing market assets and identify market trends to deliver superior service to our customers.

By the end of this course students will be able to:

- Implement “A Plus” customer service techniques and concepts.
- Summarize the Commons Levels of Service for the HSO staff (e.g., homefinding, off-post referrals, customer counseling).
- Execute strategies to best deal with change in difficult situations.
- Identify the advantages and disadvantages of renting/leasing/owning a home— to include understanding a standard real estate contracts.
- Give examples of Property Management (from the civilian perspective)—to include expectations of the landlord and tenant.
- Demonstrate the basics of mediation and facilitation, including Tenant/Landlord Negotiation.

HRS 300 High Performing Housing Referral Services

HRS 300 was developed to provide hands-on training for Housing Referral professionals. HRS professionals act as bridges between the civilian housing market and the Military family. Thus, not only do we need to adapt to civilian market practices, but we must also retain and reinforce the sense of a family atmosphere within our housing community.

The Military housing arena has evolved from an asset centric to a customer centric one. In today's complex marketplace and the given the intense involvement demanded on our Housing Referral professionals, continuous learning must take place.

By the end of this course students will be able to:

- Summarize military housing policy.
- Identify real estate and mortgage transactions.
- Use Conflict resolution, time and stress management and Effective communication to carry out Housing Services.
- Implement teamwork, collaboration and mentoring/coaching.
- Plan and develop a result oriented organization.

In addition, the participants will actually design a business plan. This plan will be developed using a self-paced small group methodology and will be briefed as the final course assessment. Successful completion of the HRS 200 Housing Services Office course is a non-waiverable prerequisite. It is strongly encouraged for students to bring a laptop computer for this course.

MGT 400 Introduction to Family Housing Management

This course provides a comprehensive overview of housing operations and as such, provides the building blocks for future career growth.

By the end of this course students will be able to:

- Explain the mission and business of housing.
- Summarize the housing organization including all functional areas and levels.
- Execute improved customer service skills.
- Distinguish between the requirements and importance of facilities and financial management.

This course is recommended for new housing employees and for those who interact with the housing office. No other specific course prerequisites are recommended.

PVT 600 Online
CDPM™ Level 1 (Online)

MHLI is proud to join with our strategic partners Professional Housing Management Association (PHMA), the Institute of Real Estate Managers (IREM) and the National Apartment Association (NAA) to present the first Certification program specifically intended for persons involved in the privatization of military housing. This is a Level One offering and is intended to cover the privatization process from concept to pre-transition. The intent is to prepare the management level personnel for not only the requirements of the privatization process but to recognize challenges to the management process in the traditional housing office. This course will cover the Congressional legislation applicable to privatization, the Department of Defense guidance, a comparison of the various Services' programs, ethical considerations, private sector maintenance, financial and human resource practices as compared to current Service practices. Also discussed are the traditional management roles of communicating and directing work flow, team building considerations and change management in order to better prepare the management personnel to successfully transition from a traditional housing operation to a privatized operation.

DOD Military Organization and Navy Culture Package (Online)

This offering includes both the DoD Organizational Culture module (Part 1) and the Navy Culture module (Part 2).

The first part of this course, DOD Military Organization, provides an introduction to DoD Housing, its history and privatization. It also provides information on federal and private-sector housing service providers and how they work together to serve military housing customers.

The second section on Navy Culture provides an in-depth look at the Navy Housing Service Center, the Navy organization and Sailors to help you better relate to, and provide service to your primary customers.