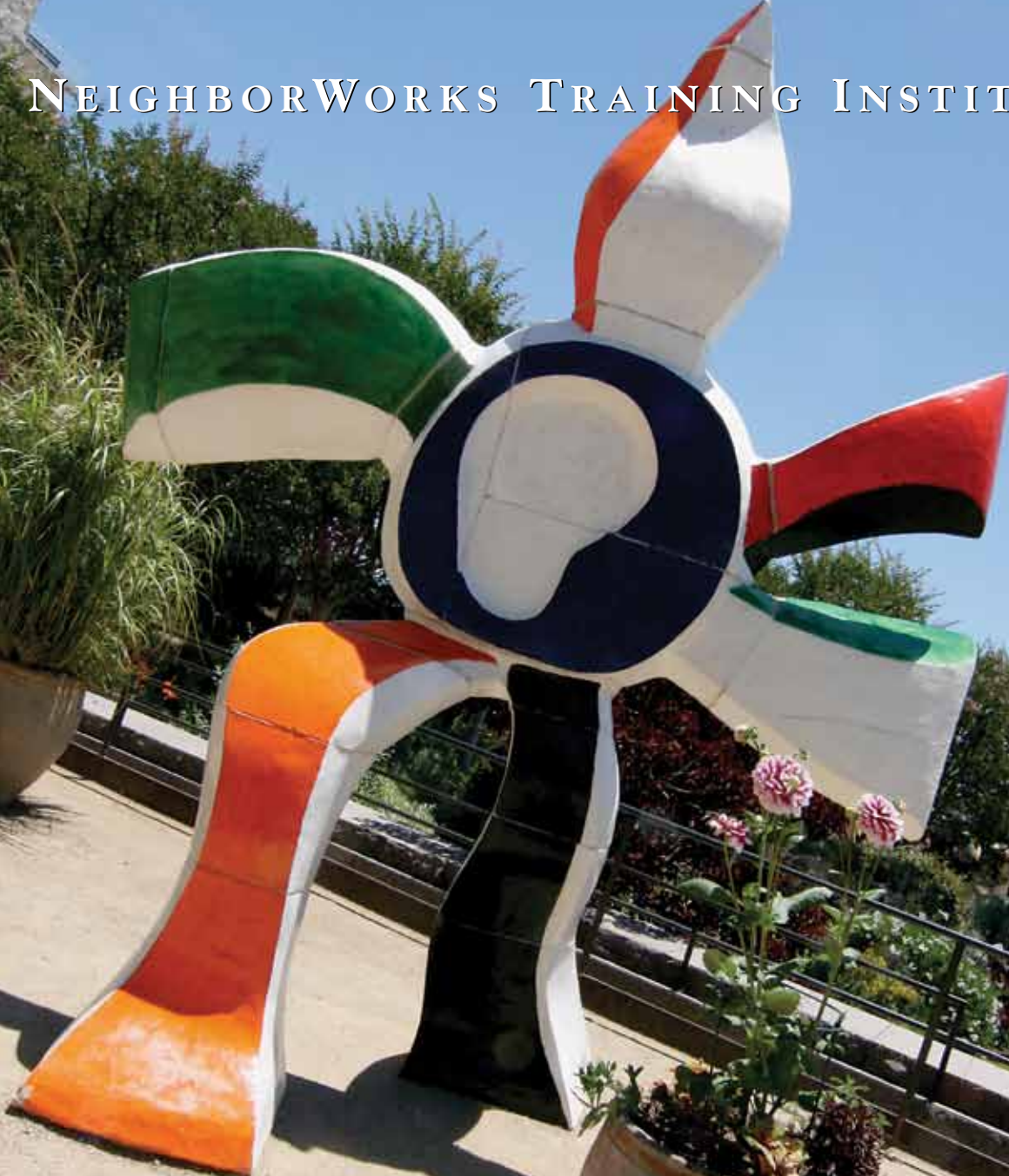


NEIGHBORWORKS TRAINING INSTITUTE



Los Angeles

February 27 – March 2, 2012

www.nw.org/training

The highest quality professional development, skill building and career enhancement in community development and affordable housing

H0916
SYMPOSIUM:
Reclaiming
the Vision of
Homeownership:
Challenges and
Solutions

Working Together for Strong Communities

NeighborWorks®
AMERICA

NeighborWorks Training Institute Courses

Course Length/Days › course offerings subject to change		Tuition	Mon-Tues Feb. 27 - 28	Wednesday Feb. 29	Thurs-Fri March 1 - 2
AFFORDABLE HOUSING					
AH102	The Basic Steps of the Affordable Housing Development Process	\$445			
AH121	Real Estate Finance Nuts and Bolts UPDATED!	\$240			
AH134	The Developer's Tool Kit	\$485			
AH136	Successful Housing Development: Assembling the Best Project Team NEW!	\$445			
AH211	How to Maintain Compliance in LIHTC Projects	\$220			
AH221	Rental Housing Development Finance	\$485			
AH222	Expanding Homeownership Opportunities: The Lease-Purchase Approach	\$445			
AH224	Understanding Underwriting: Successful Loans for Nonprofit Developers	\$445			
AH226	Creative Project Financing Strategies UPDATED!	\$220			
AH228	Effectively Using Market Studies for Affordable Housing Development	\$220			
AH232	Green Building Fundamentals for Affordable Housing UPDATED!	\$445			
AH245	Integrating Green Fundamentals into Multifamily Housing	\$445			
AH291	REO Solutions: Property Assessment, Acquisition and Financing	\$445			
AH292	REO Solutions: Approaches to Efficiently Rehabbing REO Properties	\$220			
AH293	REO Solutions: Strategies for Selling or Leasing REO Rehabbed Properties	\$445			
ASSET MANAGEMENT					
AM101	Successful On-Site Property Management (IREM RES201)	\$1,195			
AM121	Nuts and Bolts of Asset Management	\$660			
AM223	Financial Tools for Asset Managers (IREM ASM607) UPDATED!	\$760			
COMMUNITY AND NEIGHBORHOOD REVITALIZATION					
NR117	Environmental Sustainability in Neighborhood Revitalization NEW!	\$445			
NR118	Working with Tenants and Small Landlords to Revitalize the Neighborhood NEW!	\$445			
NR124	Reading a Neighborhood: What a Walk Around the Block Can Tell You UPDATED!	\$245			
NR231	Stabilizing Neighborhoods in a Post-Foreclosure Environment NEW!	\$485			
NR250	Neighborhood Café: Current Issues and Trends in Neighborhood Revitalization NEW!	\$285			
NR261	Strategies for More Livable Neighborhoods NEW!	\$485			
NR275	Marketing Strategies to Support Your Neighborhood Stabilization Work NEW!	\$485			
COMMUNITY ECONOMIC DEVELOPMENT					
ED101	Community Economic Development Principles, Practices and Strategies	\$485			
ED120	Commercial Real Estate Development UPDATED!	\$445			
ED145	Energize Your Local Economy with a Public Market	\$240			
ED165	Achieving Economic Development with CDBG Funding NEW!	\$220			
ED201	Best Practices in Community Economic Development NEW!	\$445			
ED210	Positioning Programs for Success: Connecting Program Design to Community Economic Impact	\$445			
COMMUNITY ENGAGEMENT					
CB103	Building Powerful Community Partnerships, Collaborations and Coalitions	\$445			
CB110	Community Organizing: Beyond Mobilization, Volunteerism, and Outreach UPDATED!	\$445			
CB119	Basic Training Techniques: Skills to Teach Others What You Know NEW!	\$445			
CB145	Community Building through Urban Gardening NEW!	\$445			
CB180	Community Engagement: A Mobile Workshop UPDATED!	\$245			
CB204	Increasing Resident Involvement in Your Organization	\$220			
CB225	Pathways to Self-Reliant Communities: Building on Our Assets	\$445			
CB350	Training Community Leaders: A Complete Curriculum UPDATED!	\$445			
CONSTRUCTION AND PRODUCTION MANAGEMENT					
CP101	Affordable Housing Design and Construction Basics NEW!	\$485			
CP104	Housing Rehabilitation Production Systems NEW!	\$225			
CP107	The Human Side of Housing Rehabilitation NEW!	\$485			
CP121	Inspections, Work Scopes and Estimates in Housing Rehabilitation NEW!	\$485			
CP124	Risk Management in Housing Rehabilitation NEW!	\$225			
CP127	Advanced Systems for Housing Rehabilitation NEW!	\$485			
CP199	Green Building Science	\$220			
CP231	Building Multifamily Housing Part I: Project Managing the Development Process	\$445			
CP234	Building Multifamily Housing Part II: Project Managing the Design Process	\$220			
CP237	Building Multifamily Housing Part III: Project Managing the Construction Process	\$445			
CP240	Greening Housing Rehab	\$445			
CP243	Building Healthy Homes	\$445			
CP255	How to Conduct a Rehab Home Inspection	\$485			

Los Angeles, CA > February 27 - March 2, 2012

Course Length/Days > course offerings subject to change		Tuition	Mon-Tues Feb. 27 - 28	Wednesday Feb. 29	Thurs-Fri March 1 - 2
HOMEOWNERSHIP AND COMMUNITY LENDING (PRESENTED BY NCHC)					
H0916	Symposium: Reclaiming the Vision of Homeownership: Challenges and Solutions	\$220			
H0103	Lending Basics for Homeownership Counselors	\$710			
H0105	Compliance with State and Federal Regulations	\$485			
H0109	Foreclosure Basics	\$445			
H0110	Introduction to Homeownership Counseling	\$710			
H0111	Home Equity Conversion Mortgages	\$760			
H0202	Making Home Affordable: A Breakdown of Program Components	\$485			
H0209rq	Delivering Effective Financial Education For Today's Consumer UPDATED!	\$760			
H0211	Credit Counseling for Maximum Results	\$710			
H0211b	Credit Counseling for Maximum Results	\$710			
H0218	Counseling the Homeless and Those at Risk of Becoming Homeless	\$220			
H0220	Client Management and Tracking with CounselorMax®	\$515			
H0220b	Client Management and Tracking with CounselorMax®	\$515			
H0222	CounselorMax® for Decision Makers and Administrators	\$330			
H0229	Homebuyer Education Methods: Training the Trainer	\$1,215			
H0229sp	Métodos de Educación para Compradores de Casa: Entrenando a los Instructores	\$1,215			
H0247	Post-Purchase Education Methods	\$1,215			
H0248	Program Compliance & Reporting for HUD-Approved Counseling Agencies NEW!	\$485			
H0250	Homeownership Counseling Certification: Principles, Practices and Techniques Part I	\$1,215			
H0252	Effective Group and Telephone Foreclosure Counseling Strategies	\$485			
H0275	Intermediate HECM Counseling: Skills and Tools	\$515			
H0285	Transitioning Consumers: Counseling Clients To Take The Next Step NEW!	\$445			
H0290	Being Green, Seeing Green: Counseling Clients to Maximize Energy Savings	\$220			
H0307	Advanced Foreclosure: Case Study Practicum	\$485			
H0310	Financial Coaching: Helping Clients Reach Their Goals	\$485			
H0320	Developing and Implementing an Effective Foreclosure Program	\$485			
H0321	Developing Effective Loss Mitigation Negotiation and Sales Skills	\$485			
H0345rq	Foreclosure Intervention and Default Counseling Certification, Part I	\$1,215			
H0360	Homeownership Counseling Certification for Program Managers and Executive Directors	\$1,215			
MANAGEMENT AND LEADERSHIP					
ML101	Critical Thinking Skills	\$445			
ML105	Public Speaking	\$220			
ML106	Time Management UPDATED!	\$220			
ML120	Strategic Thinking and Planning	\$445			
ML125	Developing a Winning Business Plan	\$445			
ML130	Human Resources Management and Development	\$485			
ML162	Marketing Your Programs and Organizations	\$485			
ML173	Grant Proposal Writing	\$445			
ML226	Generate Revenue for Your Nonprofit's Long-Term Sustainability	\$485			
ML227	Building a Sustainable Market Driven Organization NEW!	\$220			
ML250	Financial Management for Decision-Makers	\$660			
ML252	Your Money and Your Mission: Successful Financial Management in Challenging Times NEW!	\$240			
ML282	How to Negotiate: The Most Important Skill You Will Ever Learn! NEW!	\$555			
ML285	Coaching For Transformation	\$660			
ML292	Managing Your Nonprofit for Results	\$445			
ML374	Driving in the Rain: Risk Management for Loan Funds in an Uncertain Environment NEW!	\$485			
ML375	Advanced Financial Analysis for a Sustainable Mission: Pricing, Funding and Management of Assets NEW!	\$580			
ML376	Raising Debt and Equity from External Sources NEW!	\$220			
ED210	Positioning Programs for Success: Connecting Program Design to Community Economic Impact	\$445			
NATIVE AMERICAN					
NA160	Native Financial Education Instructor Training NEW!	\$660			
NA161	Native Community Development Financial Institutions: What is Your Role? NEW!	\$445			

100 Level – Fundamental course

200 Level – Intermediate course

300-400 Level – Advanced course

For updated offerings and to get additional information or register for a specific institute, visit www.nw.org/training.

Locations

Los Angeles Marriott Downtown

333 South Figueroa Street
Los Angeles, CA 90071
(213) 617-1133

The Westin Bonaventure Hotel and Suites

404 South Figueroa Street
Los Angeles, CA 90071
(213) 624-1000

Sheraton Los Angeles Downtown

711 South Hope Street
Los Angeles, CA 90017
(213) 488-3500

Los Angeles Convention Center

1201 South Figueroa Street
Los Angeles, CA 90015
(213) 741-1151

Important dates

Visit www.nw.org/scholarships
for scholarship information

January 16 (Save \$50)

Early-Bird Registration Deadline

January 17 – February 25

Late Registration Period

February 26 – March 2

On-Site Registration

Special deadlines for participants from NeighborWorks Network organizations

January 4 Registration Deadline

January 25 Substitution Request

February 6 Cancellation Deadline

February 6 Pay Own Expenses Deadline
(see page 24 for more details)



WELCOME TO LOS ANGELES

After a highly-successful event in 2011, the NeighborWorks Training Institute returns to Los Angeles one year later to keep the momentum going. As in 2011, this Institute will be held in the amazingly transformed downtown Los Angeles. Not long ago a city center in desperate need of rejuvenation, now downtown LA is one of the places to be, both to live and to play, boasting such attractions as LA Live, the Staples Center, and the Walt Disney Concert Hall, designed by renowned architect Frank Gehry. The very walkable downtown area also has restaurants of all types and price ranges, including the picturesque Grand Central Market, so it's a breeze to find an appealing meal.

When not in class, take advantage of all the great sights on offer. Universal Studios and Hollywood need no introduction. But where do the stars actually hang out? (A tip: We hear it's worth trying the bars Chateau Marmont, Roosevelt or Standard). Locals also say it's definitely worth going out to Griffith Park and checking out the world-famous Observatory. Back downtown you can walk through Old Chinatown Plaza, with its beautiful Chinese arches where jade and porcelain crafts are sold. Or visit historic Olvera Street, which dates back to when California was part of Mexico, with over 20 historic buildings and a traditional Mexican style plaza.

In addition to the downtown area's revitalization, there are numerous other LA neighborhoods that are being redeveloped, from Crenshaw to Silver Lake and Highland Park. Those efforts, combined with LA's incredible ethnic and cultural diversity, make it the perfect backdrop for our gathering of affordable housing and community development professionals from all around the U.S. to learn and network with each other. With over 100 courses to choose from, including the special symposium, *Reclaiming the Vision of Homeownership: Challenges and Solutions*, we know that you will be thankful that you joined us in Los Angeles. We look forward to seeing you there!

registration is easy!

- 1.** Look over the course offerings grid on the inside front cover of this brochure, or visit the institute pages online at www.nw.org/training.
- 2.** Explore highlighted course descriptions in this brochure and find full course descriptions and faculty profiles at www.nw.org/training.
- 3.** Decide on your first- and second-choice courses for each day of the week.
- 4.** Click on www.nw.org/onlineereg to set up your profile and register for your courses, or fax us a hard-copy registration form, which can be found at the back of this brochure.
- 5.** IF REGISTERING FOR AN ONLINE COURSE: On the payment page, you'll be required to submit course payment in full by credit card to complete your enrollment. Once your payment is confirmed, you'll be given a link and instructions to log into the course. Each course consists of several modules, and takes between 2 and 4 hours to complete. You'll have 60 days, as your schedule allows, to work through the course and pass the final exam.

It's that easy! Questions or concerns? We're here to help. Call our Customer Response team at (800) 438-5547 or (202) 220-2454, or e-mail us at nti@nw.org.

institute agenda

Sunday, February 26

3:00 p.m. – 6:00 p.m. Registration

Monday, February 27

7:00 a.m. – 5:00 p.m. Registration

7:00 a.m. – 8:00 a.m. Continental Breakfast

8:30 a.m. – 4:00 p.m. Courses

(See options in this brochure and online at www.nw.org/training and register for your first and second choices.)

11:30 a.m. – 1:00 p.m. Lunch on Your Own

4:30 p.m. – 6:00 p.m. Free Afternoon Workshops*

Tuesday, February 28

7:00 a.m. – 5:00 p.m. Registration

7:00 a.m. – 8:00 a.m. Continental Breakfast

8:30 a.m. – 4:00 p.m. Courses

11:30 a.m. – 1:00 p.m. Lunch on Your Own

4:30 p.m. – 6:00 p.m. Free Afternoon Workshops*

Lunch on Your Own
Free Afternoon Workshops*

Wednesday, February 29

7:00 a.m. – 5:00 p.m. Registration

7:00 a.m. – 8:00 a.m. Continental Breakfast

8:30 a.m. – 4:00 p.m. Courses OR Symposium

11:30 a.m. – 1:00 p.m. Lunch on Your Own

The Symposium includes a luncheon and speaker

5:30 p.m. – 7:00 p.m. Networking Reception

Live entertainment and refreshments

Thursday, March 1

7:00 a.m. – 5:00 p.m. Registration

7:00 a.m. – 8:00 a.m. Continental Breakfast

8:30 a.m. – 4:00 p.m. Courses

11:30 a.m. – 1:00 p.m. Lunch on Your Own

Lunch on Your Own

Friday, March 2

7:00 a.m. – 1:00 p.m. Registration

7:00 a.m. – 8:00 a.m. Continental Breakfast

8:30 a.m. – 2:30 p.m. Courses

11:30 a.m. – 1:00 p.m. Lunch on Your Own

2:30 p.m. Training Institute Adjourns

Training Institute Adjourns

*A list of workshops will be included in your on-site registration packet. See www.nw.org/training for full course descriptions.



H0916 Symposium: Reclaiming the Vision of Homeownership: Challenges and Solutions

Wednesday,
February 29, 2012



You'll end the day with a renewed sense of purpose, a deeper understanding of the relationship between national and local forces, and strategies you can apply to enhance your presence and impact in your market.

America's housing market continues to experience the largest crisis of modern times. Recent reports have suggested that 25% of homeowners are underwater with their mortgages, and according to RealtyTrac, one in 570 American homes received either a default notice, a scheduled auction or bank repossession in August 2011. Byron Williams, contributing columnist to the Oakland Tribune, calls this "the economy's most destabilizing issue" and "a haunting national unifier" – one of the few issues that cut across all political and socio-economic boundaries to affect citizens throughout the nation.

Since 2008, the homeownership industry has fought to mitigate this catastrophe. The public, private and nonprofit sectors have worked shoulder-to-shoulder to address the multifaceted sources and symptoms of the crisis. However, as could be expected with a complex issue of such unprecedented proportions, the homeownership-related challenges we face seem to mutate over time, and the effects of the crisis crop up in numerous ways.

So much remains to be done – and there is much we as an industry can do. In order for homeownership to continue to be an opportunity for everyone, and an opportunity that contributes strength to our national and local economies, we need to understand how the drivers of crisis are evolving, and sort through the politics and the sensationalism to find tangible and actionable opportunities revealed by current and future trends.

Join us for a thought-provoking day of exploration and dynamic discussion as together – and with the guidance of nationally-recognized experts – we examine the current and future states of homeownership. Specifically, we'll work through the challenges and opportunities associated with three major focus areas:



- » National public narrative on homeownership: As the foreclosure crisis has unfolded, some have asserted that past promotion of homeownership has not served the country well, and may not have future merit. How has the narrative on homeownership changed – what went wrong with the message, and what lessons can be learned and applied in our local communities as we move forward? How can the industry get to greater scale and impact in counseling and more effectively tell that impact story?
- » The future of lending for affordable homeownership: With the uncertainty of GSE reform and the Community Reinvestment Act, new regulations such as Quality Residential Markets (QRM) and Risk Retention, and questions about how capital markets will re-engage, the issue of mortgage lending is in turmoil. How can the community development field and the affordable housing industry prepare for the “new normal” in mortgage lending, and build viable partnerships with the mortgage banking industry? And in the meantime, how do we keep the homeownership momentum going?
- » New strategies for customer marketing and triage: Significant demographic changes related to the homeownership market are emerging. What indicators can give us clues for the future? How should agencies serving affordable housing needs best address different populations that are growing in need – and importance? How must our marketing, triage, and service customization change to be more effective and better targeted?

You'll end the day with a renewed sense of purpose, a deeper understanding of the relationship between national and local forces, and strategies you can apply to enhance your presence and impact in your market.

Suggested Courses to Supplement Your Learning

- *HO220 Client Management and Data Tracking with CounselorMax® (Mon-Tues or Thurs-Fri)*
- *HO285 Transitioning Consumers: Counseling Clients To Take The Next Step (Thurs-Fri)*
- *HO310 Financial Coaching: Helping Clients Reach Their Goals (Thurs-Fri)*
- *AH222 Expanding Homeownership Opportunities: The Lease-Purchase Approach (Mon-Tues)*
- *CB103 Building Powerful Community Partnerships, Collaborations and Coalitions (Mon-Tues)*
- *ML101 Critical Thinking Skills (Mon-Tues)*
- *ML226 Generate Revenue for Your Nonprofit's Long-Term Sustainability (Mon-Tues)*
- *ML162 Marketing Your Programs and Organizations (Thurs-Fri)*



Affordable Housing

AH102 The Basic Steps of the Affordable Housing Development Process

This course leads participants through the basics steps of developing an affordable housing project from site selection and project feasibility through development team selection to budget design and funding. It will provide a secure groundwork for new project managers as well as providing Executive Directors and Board Members a base of knowledge that will allow them to adequately follow the development process.

AH134 The Developer's Tool Kit

One of the most widely sought-after and highly recommended housing courses in Colorado is now offered to a wider audience. Join the Colorado Division of Housing for an exciting two-day course designed to enlighten participants about the art and science of affordable housing development. Through role playing, participants will learn about the process of developing high-quality housing, cost-containment techniques, contractor selection and real estate terminology. Participants will receive a copy of "Housing Colorado: The Developer's Tool Kit."

AH211 How to Maintain Compliance in LIHTC Projects

This class is designed for owners and property and asset managers responsible for compliance requirements in the management of low-income housing tax credit projects. Focus is on gaining a basic understanding of the financial structure of tax credit projects, minimum set-asides, applicable fractions, eligible basis, resident eligibility issues and rent setting. Recommended as an introduction to the management of tax credit properties for property managers and those who monitor their work, or as a review for experienced managers of tax credit properties.

AH222 Expanding Homeownership Opportunities: The Lease-Purchase Approach

Trouble selling redeveloped houses? Have credit challenged buyers who want to purchase now? In the current housing market it is becoming increasingly difficult for many in our communities to become homeowners, leaving families with a dream unfulfilled and community developing corporations with units that aren't selling. Lease purchase programs are a way to expand your reach to meet the needs of underserved communities and serve families seeking home ownership who need some time to correct their credit history.

AH224 Understanding Underwriting: Successful Loans for Nonprofit Developers

Learn how to discuss your deal with private-sector lenders and present a loan package that will interest lenders and result in a positive review of your loan request. Find out what your loan package should and should not include. Discover how to best present your ideas to private-sector lenders to get them to finance your deal. Recommended for community housing development organizations (CHDOs), community-based organizations, community development corporations and others involved in financing real estate or business development deals.

AH226 Creative Project Financing Strategies

Development projects require different types of funding from numerous sources. Participants will learn about these resources and how to combine private loans, public capital funds and ongoing subsidies for strong, sustainable projects. Case studies citing successful examples of residential and mixed-use real estate development will be analyzed so participants will understand the financing obstacles that were overcome and the nuts and bolts of how these deals were structured.

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlinereg.

AM101 Successful On-Site Property Management (IREM RES201)

The Accredited Residential Manager (ARM) certification is the most widely esteemed credential for residential property managers. To potential clients and employees, the ARM credential symbolizes broad-based expertise in the whole spectrum of residential property management, from day-to-day maintenance to financial planning. You will learn about human resources and relationship management; legal issues and risk management strategies; professional ethics; on-site maintenance management; property financial management and marketing and leasing.

You will improve your property's bottom line, increase productivity and secure a reputation as a manager who knows what it takes to achieve the owner's objectives. Exam is required for certification.

AM121 Nuts and Bolts of Asset Management

Numbers crunching and problem solving are the daily concerns of every asset manager and those assigned the asset management function. Using your own data, evaluate the quality of the information you receive on projects, design an analytic framework complete with spreadsheets and other useful tools that can help to identify long-range performance trends, establish benchmarks of high performance, and provide a truly useful reporting structure for your organization. For managers who need to know how

to accurately diagnose performance problems and practice problem solving. Sponsored by the LISC Organizational Development Initiative.

AM223 Financial Tools for Asset Managers (IREM ASM607)

Financial Tools for Asset Managers is an advanced course, intended for people who completed the initial courses in the CHAM series (including Nuts and Bolts of Asset Management and the Nonprofit Housing Management Specialist course). This intensive three-day course for asset managers explores tools to evaluate the financial performance of a not-for-profit portfolio of multifamily housing. Participants will learn about profitability and sustainability – including the time value of money, future and net present values, cash flow analysis, and investment goals – as well as property valuation, appraisal techniques, cap rates, leverage and loan terms, investor concerns, capital planning, tax considerations, working capital, and balance-sheet ratios. Participants are required to take an online exam within three weeks of completing the class. Attendees must be literate with full financial reports and audits. Sponsored by the Consortium for Housing and Asset Management (CHAM) and the Institute of Real Estate Management (IREM). This is a required course for those seeking the Certified Housing Asset Manager designation. For additional information visit www.cham.org.

**Asset Management****Creating CHAMpions!**

The Consortium of Housing and Asset Management (CHAM®) is the only organization devoted “solely” to building the capacity of affordable housing asset managers. CHAM supports excellence in asset management through a rigorous course of study leading to two levels of professional designations:

- **Nonprofit Housing Management Specialist (NHMS®)** - This intermediate CHAM designation is obtained by successfully completing two courses: AM121 Nuts and Bolts of Asset Management [3 days] and AM350 Nonprofit Housing Management Specialist [5 days].

The holder of the NHMS designation has learned the basic principles of asset management and has mastered the tools for “managing property management” to fulfill the owner's goals.

- **The Advanced CHAM designation - Certified Housing Asset Manager (CHAM®)** - is a prestigious designation which requires the successful completion of four courses: AH101 An Overview of Affordable Housing Development [2 days]; AM223 Financial Tools for Asset Managers (3 days); AM351 Advanced Housing Asset Management (5 days) and a Tax Credit Compliance course. To gain the final CHAM designation, an individual must successfully pass all course exams and submit an asset management plan addressing their organization's housing portfolio.

A CHAM designated asset manager is equipped to optimize the performance of an affordable housing portfolio and to plan for its highest and best uses in terms of the owner's goals and mission.

The CHAM course of study is designed to enhance the individual's asset management understanding and skills as well as strengthen property performance at the ownership level. For more information, contact dfromm@nw.org.

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlineereg.



Community Engagement

Select courses are now available for AICP continuing education credit. Visit www.planning.org/aicp for more information

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlinereg.

CB110 Community Organizing: Beyond Mobilization, Volunteerism, and Outreach

The most sustainable community-building initiatives come from a well-organized, enthusiastic and accountable group of neighborhood residents. Learn how to facilitate capacity building in communities, teaching residents how to take a leadership role in decision-making for their neighborhoods. Explore techniques for conducting outreach, identifying and recruiting new members, and developing neighborhood activities for groups to work on. Practice how to do door knocking, conduct house meetings, and make presentations to community groups. Learn how to help residents design an action plan to address community issues and concerns with broad citizen involvement. Topics include leadership development techniques, structuring a diverse organization, and integrating grassroots groups into a larger neighborhood or citywide nonprofit initiative.

CB119 Basic Training Techniques: Skills to Teach Others What You Know

How often do we learn something valuable, then find it difficult to pass the knowledge onto others? Determine how you learn best and find out how to teach others what you know. Practice various participatory teaching methods that help people learn by doing and develop critical thinking skills, including small-group exercises and role-plays. Includes tips on icebreakers, visual aids, training plans, and other elements of workshop design and development. Focus will be on strategies and activities that get people actively involved and help them use new skills and information for the benefit of their workplace and community. Learn how to actively engage the learner in the learning process.

CB145 Community Building through Urban Gardening

In the US, more than 23.5 million people live in food deserts or low-income areas with limited access to grocery stores and healthy food alternatives. Often these neighborhoods also have vacant lots that contribute to neighborhood blight. Organized communities throughout the country are taking matters into their own hands and tackling both issues at once by turning these vacant lots from eye-sores into vibrant and productive urban gardens. Learn about the benefits of urban gardening for building community, stabilizing neighborhoods and providing fresh and healthy food alternatives. Through a case study and in-class exercises we'll learn how to select sites for gardening, how to design and develop a garden

for maximum use and impact, how to organize and operate the garden, and how to connect a community garden to existing neighborhood assets such as schools and community building and economic development activities such as farmers' markets. We'll also explore strategies for taking urban gardens to scale and how to tap into local, regional and national urban gardening networks.

CB225 Pathways to Self-Reliant Communities: Building on Our Assets

Self-reliant communities have the internal strength to manage negative pressures and trends, and the organized capacity to advance democratically-defined empowerment, growth, and development objectives. These strengths and capacities are created through the community's ability to focus on its assets –the gifts of individual citizens, the capacities of neighborhood associations and community-based organizations, and the often hidden strengths of local institutions as the foundation of community building. The course utilizes case-studies and practical exercises to provide participants with knowledge and skills to apply Asset-Based Community Development approaches and techniques to community organizing, neighborhood revitalization, and the design and implementation of community services. We'll emphasize strategies for ongoing identification and development of community assets, and to make the asset-based approach an integral part of your organization's culture.

CB350 Training Community Leaders: A Complete Curriculum

NeighborWorks America has developed a complete, concise curriculum to develop and strengthen the leadership capacity of neighborhood residents. This curriculum covers the core skills needed by resident leaders to make change in our communities. The manual includes all of the facilitator guides, handouts and support materials required to run a full course with your resident leaders – and it comes with a disk of all the modules so you can tailor it to your particular needs. If you, your organization and/or your community is thinking about how to train volunteer resident leaders, this is the course for you! If you decide to take this course, we strongly encourage you to also take CB119 Basic Training Techniques: Skills to Teach Others What You Know.

ED120 Commercial Real Estate Development

This course provides a comprehensive look at commercial real estate development, including supermarket and shopping center development and recent efforts to improve access to healthy food in low-wealth communities. We will examine the factors that inhibit retail development in underserved communities and explore the roles that CDCs and public entities can play in encouraging private sector development as well as under taking development themselves. Participants will review the role that real estate development plays in community economic development and become familiar with a variety of project types, the real estate development process and the key players on the development team. We will explore the fundamentals of market analysis, the factors affecting demand for retail and office space and the types of leases used in commercial development. Participants will learn the basics of how to evaluate the feasibility of a project and also learn how the value of commercial property is determined. We will evaluate real estate projects from the perspective of private- and public-sector lenders, estimate the amount of debt a project will support, and explore ways to close financing gaps. Several project case studies will be used throughout the course, and you will perform a series of analytical exercises. Participants should bring a calculator.

ED145 Energize Your Economy with a Public Market

Local, public markets are making an incredible comeback across the country. Learn what type of market is best for you and how to plan a market that will be sustainable for your community. The course will provide an introductory overview of markets and a presentation of the qualities and benefits of successful markets. Business planning and management will complete the classroom portion. In the afternoon, we will visit a local market to learn how they act as catalysts for community economic development and social interaction.

ED165 Achieving Economic Development with CDBG Funding

This course is designed to provide participants with a full understanding of the CDBG Program and especially how it can be used for a wide variety of economic development programs and projects. We will introduce strategies for making it easier to obtain and use funding. This course will also review the potential benefits of creating a Revitalization Strategy Area (RSA) and being designated as a Community Based Development Organization (CDBO) or Community Development Financial Institution (CDFI). By de-mystifying the rules and regulations, we hope to encourage broader use of CDBG for economic development. Explore the documentation requirements associated with job tracking and other national objectives as well as the circumstances when a “presumption” of low-to-moderate income benefit can be applied. The class will offer an overview of the Section 108 Loan Guarantee program, designed for large-scale economic development projects.

ED210 Positioning Programs for Success: Connecting Program Design to Community Economic Impact

Do you feel challenged to clearly and graphically convey what your programs are all about to your board, staff and funders? Can you demonstrate the connection between your organization’s investments and its long term economic impact in the community? This course uses the Logic Model framework to help you plan with the end in mind. You’ll improve your ability to design, market, monitor, and evaluate your organization’s programs using long-term, measurable outcomes. This versatile and essential tool for designing community development programs will help you to identify needed resources, actions, achievable outcomes and community impact. In this interactive course you will study the difference between inputs, activities, outputs, outcomes and impact, and practice your hand at designing Logic Models through interactive class exercises.



Community Economic Development

Select courses are now available for AICP continuing education credit. Visit www.planning.org/aicp for more information

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlinereg.



Community and Neighborhood Revitalization

Select courses are now available for AICP continuing education credit. Visit www.planning.org/aicp for more information

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlinereg.

NR117 Environmental Sustainability in Neighborhood Revitalization

Sustainable communities are not isolated Edens but integrated regions that meet housing, employment, transportation and other needs in ways that limit negative environmental impacts while strengthening the regional economy and building social equity. Urban, suburban and rural communities can all implement environmentally sustainable strategies to advance their revitalization and growth objectives. Through case studies and practical exercises, you will learn tools to advance sustainable development at the regional and neighborhood level, and measure your progress towards achieving sustainability goals. You will also learn about the most recent policy developments, like the HUD-DOT-EPA Partnership for Sustainable Communities, and new models guiding sustainable development work, such as the ICLEI Star Community Index.

NR118 Working with Tenants and Small Landlords to Revitalize the Neighborhood

With a national homeownership rate of nearly 65%, in the average neighborhood at least 1 in 3 residences are occupied by a renter. In fact, market and other forces can cause rental housing investment to be concentrated in certain neighborhoods more than others, sometimes creating significant market and social stresses. To successfully sustain or create a healthy neighborhood, revitalization strategies must pay close attention to rental housing. This course explores a variety of complimentary strategies to ensure a strong rental market and a well-kept rental housing stock that makes a positive contribution to neighborhood livability and aesthetic standards. Join us in exploring how to work with landlords, especially small investors, to build their capacity to successfully manage their property for a solid return on investment, to plan for and finance physical improvements, and to become management partners with their tenants. The course also examines strategies that help tenants become engaged stakeholders in the neighborhood by empowering them to partner with landlords, neighborhood organizations and public agencies, and, when necessary, to utilize enforcement mechanisms to ensure a healthy and safe housing and community environment.

NR231 Stabilizing Neighborhoods in a Post-Foreclosure Environment

With fundamental shifts in mortgage markets and the evolution of the foreclosure epidemic, fallout for neighborhoods ranges from increased vacancies to diminished property values, challenges to property maintenance, and the need to rethink homeownership options for low- to moderate-income buyers. This course includes timely information on five distinct types of foreclosed homeowners, each of which has different implications for restoring neighborhoods of choice. The course equips participants to access and better understand local data on housing markets and other indicators of neighborhood distress due to foreclosures. You will also learn strategies for foreclosure mitigation and neighborhood stabilization. This course enables participants to begin designing customized interventions best suited to their own neighborhood housing markets.

NR250 Neighborhood Cafe: Current Issues and Trends in Neighborhood Revitalization

Do you have a pressing question, or simply would like the opportunity to sit with a small group of peers and experienced practitioners for a free flowing conversation about your revitalization challenges, the most cutting-edge developments in the field, or where community development and neighborhood revitalization policy is going? Then this class is for you. Led by four experienced NeighborWorks instructors with a wide range of experiences and distinct professional practices, and organized as an Open Space meeting, we'll be ready to work in small groups, or one on one, on the issues and questions that participants bring to us. This is one course that many of you have asked for, don't miss it.

NR275 Marketing Strategies to Support Your Neighborhood Stabilization Work

Having difficulty selling REOs and other properties in your inventory? When people buy a house, they buy a neighborhood also. A positive neighborhood image is defined intentionally and cultivated through sound strategies to reassure existing residents and to attract new homebuyers and responsible investors. What image and marketing approach best fits your neighborhood? Who can be your partners and how can you recruit them to the marketing effort? In this course you will learn marketing approaches for internal and external audiences and how to attract residents, other nonprofits, realtors and local government to the marketing effort. Please bring your neighborhood marketing challenges to the class.

CP121 Inspections, Work Scopes and Estimates in Housing Rehabilitation

This foundational course will provide rehab specialists with an introductory overview of rehab production models and the basics of the single family rehab inspection which includes how to identify defects, causes and their potential solutions. Further, you will learn the core elements of specifications for rehab, including the Spec Writer's Checklist, the Seven 'C's of Specs, and the Flavors of Spec Phrases. Good specifications consistently produce better work quality, fewer change orders and improved cost control. Finally, attention to the proper use of unit cost manuals, local cost data files and the necessity for automating spec writing and cost estimation is explained. By the end of the course the participants will be able to identify key skills and construction knowledge required for identifying a system for inspections, conducting the inspection of a dwelling unit, preparing and using rehab construction specifications, estimating rehab costs and evaluating bids for rehab construction.

CP124 Risk Management in Housing Rehabilitation

This class covers the basics of universally used construction contract clauses for your housing rehabilitation contracts. The course covers requirements in bidding and contract clauses on: scope of work, schedule of work, monitoring/due diligence during construction, unforeseen conditions, contract changes, arbitration/mediation, termination, warranties, liens and bonds. This course is designed to give program staff the techniques and contract information to avoid, reduce and/or transfer risks. The instructors are experts in the field and will share real-life scenarios and tips on reducing risk management costs.

CP255 How to Conduct a Rehab Home Inspection

Whether owner occupied or acquisition rehab, this advanced level course will equip housing rehabilitation, construction and development program staff with the skills needed to conduct a thorough, effective and efficient inspection of a home. You will learn the skills to properly conduct an inspection, including inspection challenges, the inspection process and routine, inspection forms, necessary inspection tools and how you should look, act and interact with the public. You will learn what items and systems you should be investigating and how to do a visual, non-invasive home inspection. In addition, the course will feature an interactive inspection process to help develop your skills. Attend this course and walk away with the essential skills and knowledge to conduct one of the most critical skills needed by any rehab/construction specialist. *(Formerly CP175 How to Conduct a Rehab Home Inspection)*

CP231 Building Multifamily Housing Part I: Project Managing the Development Process

Examine larger projects involving architects, engineers, site planners and general contractors. Evaluate various models of housing production and learn a system for qualifying and selecting architects and engineers. Use templates and exercises, practice clarifying design standards for a specific project, and review standard AIA contracts and the modifications to them that can empower the owner. This is the first of three courses in the Project Manager series.

CP234 Building Multifamily Housing Part II: Project Managing the Design Process

This course will focus on the task of keeping the project on time and within budget. Participants will learn to review the scope of work and blueprints, as well as learn ways to manage the relationships among owner, architect and general contractor during the evolving design process. You'll identify cost-saving measures you can use back home. This is the second of three courses in the Project Manager series.

CP237 Building Multifamily Housing Part III: Project Managing the Construction Process

Review AIA documentation for field supervision, payment systems and job closeout. Look at the basics of communication and negotiation during construction. Examine the certificate of occupancy process, review techniques to maintain project momentum while retaining control, and learn methods of establishing and enforcing the warranty. This is the third of three courses in the Project Manager series.



Construction and Production Management

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlinereg.



Homeownership and Community Lending

Presented by
NeighborWorks Center
for Homeownership
Education and
Counseling (NCHEC)

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlineereg.

Boost your client management and reporting capabilities with our CounselorMax® courses and our new Program Compliance and Reporting class.

CounselorMax®

H0220 Client Management and Tracking with CounselorMax®

This hands-on computer course is for current and prospective CounselorMax users who are responsible for daily client management, tracking and reporting within a housing counseling agency. Participants create and manage client files, learn basic data entry requirements and automated case management activities throughout the session with learning checks producing sample HUD 9902 reports. Functions to ease tracking needs and use CounselorMax workflows organize data are also demonstrated. Through this course you will learn how to use CounselorMax in a way that supports your current housing counseling plan.

H0222 CounselorMax® for Decision Makers and Administrators

In this course, agency decision makers learn how to maximize process flow and reporting fully using the CounselorMax client management system. Participants learn to establish goals for success and develop an implementation plan to use CounselorMax in a way that supports current housing counseling operations. Designated CounselorMax administrators and managers will learn to set up an agency and create counselor roles within an agency database, customize values so data fields yield important funding

source information, and learn about the reporting function including how to produce HUD's 9902 quarterly and annual reports. Make CounselorMax work for your agency with the skills you learn in this course.

H0248 Program Compliance & Reporting for HUD-Approved Counseling Agencies

Understanding how basic daily counseling activities and projections impact overall program results and reporting is crucial for a successful organization. Key staff, from counselors to managers, needs to comprehend and put into practice standard procedures and reporting mechanisms to demonstrate results. In this course housing counselors and managers will learn about program components, counseling plans, conflict of interest, record keeping, reporting and performance monitoring guidelines to comply with the program requirements for the successful delivery of HUD's Housing Counseling Program based on the most current HUD Handbook 7610.1 Rev-5 (updated 2010). Gain insight about effectively preparing for on-site and remote reviews. Explore various tools and examples for completing the HUD-reporting Form 9902 and Logic Model. Who should attend this course: existing HUD-approved counselors, and program managers responsible for delivery of services, reporting and program oversight.

National Industry Standards for Homeownership Education and Counseling



Homeownership
Done Right.™

The Standards and accompanying Code of Ethics and Conduct represent a baseline of quality for homeownership and foreclosure intervention education and counseling. Organizations are encouraged to adopt the Standards to demonstrate their commitment to serving the needs of their clients and improving communities. In addition, the Standards promote sustainability for organizations that adopt them by reassuring funders and fee-paying clients of the quality and consistency of their services.

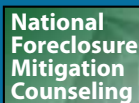
To learn more about the Standards and how to adopt them, visit www.HomeownershipStandards.org.

H0209rq Delivering Effective Financial Education for Today's Consumer

Seeking financial security, today's consumer is searching for real-time information on how to maneuver through the maze of financial products and services, establish or rebuild credit, reduce debt and save for the future. Helping clients reach their potential through a variety of services has never been more essential. This course addresses the fundamental components to successfully delivering a well-designed financial education program, starting with group education and the core content areas for instruction: banking, credit, debt, assets, taxes and insurance. Participants explore growing industry trends surrounding comprehensive "financial capability" programs, lifestyle changes, counseling, coaching and measuring outcomes. Educators and non-profit leadership will learn some of the most current practices in implementing an effective and sustainable program that best meets the needs of diverse audiences. Innovative strategies using a variety of delivery methods, including social media, will be explored, along with available resources.

H0310 Financial Coaching: Helping Clients Reach Their Goals

An emerging field, Financial Coaching supports clients to work towards goals and maximize their financial potential. Financial coaches facilitate, motivate, listen and guide individuals to tap their capability to change financial habits and open the door to reach financial security. In this 2-day course participants will learn how coaching differs from and complements financial education, knowledge sharing and counseling. Using the personal finance content taught in H0209rq Delivering Effective Financial Education for Today's Consumer, participants will gain an understanding of practical coaching techniques using interactive case studies and demonstration activities to learn coaching essentials, client sensitivity and communication skills.



National
Foreclosure
Mitigation
Counseling

NCHEC TRAINING SCHOLARSHIPS

A number of scholarships are available for Homeownership and Community Lending courses at this training institute and at other training events around the country. Most scholarships provide free tuition and lodging for eligible staff of 501(c) (3) organizations. To find out about these and other scholarship opportunities, go to www.nw.org/scholarships.

Advance your career with NCHEC Certifications

Serving the needs of aspiring and existing homeowners is a challenge, especially in today's tough economy. NeighborWorks Center for Homeownership Education and Counseling (NCHEC) certifications help you to meet that challenge and demonstrate your commitment to excellence in the field. NCHEC offers five certifications for homeownership practitioners, and each meets the requirements of the National Industry Standards for Homeownership Education and Counseling.

Pre-Purchase Homeownership Education: For educators who deliver a comprehensive homebuyer education training in a group seminar or workshop format.

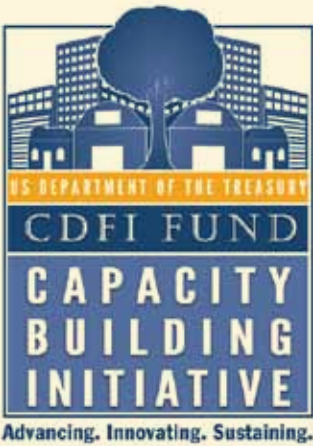
Post-Purchase Homeownership Education: For counselors who facilitate post-purchase seminars and workshops.

Homeownership Counseling: Certification in one-on-one housing counseling.

Homeownership Counseling for Program Managers and Executive Directors: Designed specifically for professionals at the management level.

Foreclosure Intervention and Default Counseling: An advanced level certification for professionals with at least one year of specific foreclosure intervention counseling experience.

To learn about NCHEC certification requirements, including which classes will get you on the path to certification, visit www.nw.org/nchec/certification.



Attention CDFIs

NeighborWorks America is proud to be the provider of three training and technical assistance series for the CDFI Fund's Capacity Building Program. The Capacity Building Initiative continues the CDFI Fund's commitment to advancing the CDFI industry by fostering best practices and innovative solutions, and encouraging sustainable CDFI development and growth.

The program features complimentary training courses and technical assistance, including follow-up support for practical application of concepts. Topics covered include how to operate highly effective foreclosure counseling programs, how to best manage loan portfolio assets, and how to capitalize your CDFI. Program components include:

- Tuition scholarships (valued at up to \$1,300) for training at NeighborWorks Training Institutes and local/regional place-based training events throughout the country
- Online training, including live and recorded webinars
- Remote and onsite technical assistance and coaching for select CDFIs
- Organizational assessments for 35 organizations that request and are chosen to receive this valuable consulting service (valued at approximately \$3,500)

Here's how the CDFI Fund/NeighborWorks partnership will help you...

	Effectively Manage Your Lending Portfolio Successfully Develop/Implement Your Capitalization Strategy	Operate Impactful Foreclosure Programs
CDFI Audience	Executive directors, CFOs, loan fund managers and board members with financial oversight responsibility	Staff with credit unions and financial institutions, homeownership counselors and program managers
Targeted Training	MANAGEMENT AND LEADERSHIP <i>Complimentary offerings of:</i> <ul style="list-style-type: none"> - ML374 Driving in the Rain: Risk Management for Loan Funds in an Uncertain Environment - ML375 Advanced Financial Analysis for a Sustainable Mission - ML376 Raising Debt and Equity from External Sources - Interactive webinars 	HOMEOWNERSHIP AND COMMUNITY LENDING <i>Complimentary offerings of:</i> <ul style="list-style-type: none"> - H0109 Foreclosure Basics - H0307 Advanced Foreclosure: Case Study Practicum - H0320 Developing and Implementing an Effective Foreclosure Program - H0345rq Foreclosure Intervention and Default Counseling Certification, Part I - Various eLearning courses
Technical Assistance	Up to 16 hours of free technical assistance and organizational assessment, based on need	Up to 12 hours of free remote coaching or onsite technical assistance, based on need
Tools	Sustainable Mission 3.0 financial software provided free of charge, plus assistance in loading your organization's financial data	Online resource bank with best practices, downloadable tools, and regular updates on CDFI training offerings

This offer is valid for a limited time, so visit www.nw.org/cdfi today to get more information on this valuable package of benefits, and to apply for a training scholarship.

ML374 Driving in the Rain: Risk Management for Loan Funds in an Uncertain Environment

This two-day course complements ML375 (taken before or after) and explores how your organization can ensure the financial sustainability of your loan programs, including:

- Loan policies and procedures to manage risk – including lending control functions, management of risk concentrations, underwriting and portfolio management, risk evaluation and setting loss reserves, documentation standards, portfolio allocation and more
- Key financial indicators and trend-line analysis for risk assessment of loans, loan portfolios and lending organizations
- Financing vehicles for loan fund capitalization
- Financial market dynamics (participants, rating agencies, terminology, the latest trends) and what they mean for capitalizing your loan fund
- Steps to take to make your loan portfolio more understandable for and attractive to investors
- Historical Industry comparisons – how does your organization rate against other CDFIs?
- What's going on in the industry – big ideas

ML375 Advanced Financial Analysis for a Sustainable Mission: Pricing, Funding and Management of Assets

This course is designed to show CDC and CDFI CFOs and other financial-minded leaders how the financial and real estate assets they invest in can be priced, structured, allocated and funded to maximize revenue and income for the purposes of building sustainability. This course uses software to set up a financial platform for strategic planning for CDCs and CDFIs. You will walk methodically through the 21 key decisions that can make mission objectives achievable, learn which of the 21 key decisions have the biggest impact on sustainability, and discover the chief indicators and financial ratios that drive all forecasts. At the conclusion of the course, you will be able to run multiple “what-if” scenarios on the structure of the assets and liabilities for your own CDC or CDFI.

ML376 Raising Debt and Equity from External Sources

The course will also focus on what the CDFI can expect in the context of pricing, terms and conditions. This course covers:

- Banks: the nature of their business and the regulatory and profit constraints under which they operate that impact the ability to assist CDFIs.
- Major participants in the capital markets: banks, credit unions, insurance companies, pension funds, GSEs, mission investment firms.
- Alternative sources of capital available to CDFIs including pension funds, endowments (e.g., University endowments), Program Related Investments, individual investors, and other institutional investors (e.g., religious institutions.)
- Explanation of basic financial concepts and terminology that these entities utilize in evaluating and discussing investment opportunities (e.g., LIBOR, prime rate, borrowing base, IRR, NPV, liquidity risk, concept of investment tranches, credit enhancement, etc.)
- Financing vehicles: bonds, securitization, commercial paper, and insurance.
- Current state of the markets and how that affects various sources.
- Progress of CDFIs in expanding financing options and the remaining impediments (e.g., need for standardized reporting and analytics, and economies of scale).
- Financing vehicles that make the most sense for CDFIs in the current environment: participations, loan pools, sales to secondary markets, PRIs, Co-operatives, EQ2. Examination of the pros and cons of each source and which sources make most sense for CDFIs based on their size, experience and history. The material used will come from the Orientation to the Capital Markets, the conferences set up by the Federal Reserve Banks and the Financial Innovations Roundtable and presented at Federal Reserve Banks around the country. These materials include definitions, tools, structures, and “how-to” methodologies for the range of potential funding activities in the conventional and capital markets.

The session will also draw heavily on the new book, *CDFIs, Capital Markets and Organizational Credit Risk*, recently published by the Carsey Institute.



Management and Leadership

ML252 Your Money and Your Mission: Successful Financial Management in Challenging Times

This practical hands-on course offers nonprofit leaders techniques to successfully manage their organizations through challenging times. Participants will review the key parts of nonprofit financial statements. Learn how to manage cash flow and credit to position the organization for financial strength in both the short and long term; participate in a case study on how to evaluate revenue and expenses; fundraising strategies and management decisions. Discuss how to develop a practical scenario to successfully guide the organization through volatile times. This course will help nonprofit leaders develop and use financial information to make better – and often difficult – decisions, and to better communicate their financial story to funders, board members and stakeholders. Participants will leave this class with tools that will help them apply improved financial management and strategic practices.

ML227 Building a Sustainable Market Driven Organization

This session introduces leaders to the drivers of sustainability which lead to long-lasting impact: social impact, focused business strategy, economic viability, capacity to deliver, and adaptability. Through an interactive discussion, leaders explore the drivers of sustainability and have the opportunity to analyze their drivers in their own environment so that they can make change. By the conclusion of the session, leaders are able to pinpoint their sustainability challenges and areas of strength. Leaders also gain access tools that help with future analysis of sustainability and help them determine what actions to take as a result. This work often informs strategic planning and action planning with key stakeholders.



Native American Community Development

NA160 Native Financial Education Instructor Training

Building Native Communities (BNC) Financial Skills for Families offers a comprehensive financial education instructor training to help establish and sustain financial education programs in Native communities. The training will address effective training techniques, resources, program development and planning. We will cover the six sessions in the fourth edition of the BNC so that participants have hands on practice with the curriculum. The BNC curriculum is designed in a Native context to showcase the many traditions and values that Native cultures have in regards to financial literacy. Upon completion of the training, participants will be prepared to successfully pass the Building Native Communities certification exam earning a BNC Certified Trainer Certificate. This course is taught by the First Nations Oweesta Corporation.

NA161 Native Community Development Financial Institutions: What is Your Role?

Creating a Native CDFI is becoming an increasingly effective way for Native people to build stronger, more self-sufficient, communities and nations. Native CDFIs help to develop local economies by creating entrepreneurs and businesses, increasing homeownership, and empowering community members to reach their financial goals. This two day workshop will help you determine the need for a CDFI in your community and demonstrate the different types of development services that a CDFI may offer. The two day course will share with you how to take the Building Native Communities (BNC) Financial Skills for Families certification earned during the first three days of training to work with a CDFI in your area to offer financial literacy to your community members. You will leave this training with tools that will allow you to utilize your new certificate and knowledge of Native CDFIs to partner with other organizations to help establish sustainable, vibrant, and healthy economies. This course is taught by First Nations Oweesta Corporation.

For a complete list of course offerings for this institute, check out the course grid inside the front cover. To read full course descriptions for each content area and to register online, visit www.nw.org/onlineereg.



A limited number of full and tuition only scholarships are available for eligible organizations to attend this training. Scholarships are funded through support from the First Nations Oweesta Corporation via a U.S. Housing and Urban Development, Rural Housing and Economic Development grant. Visit www.nw.org/nacd to get information on scholarship eligibility and the application process.

NeighborWorks now offers an exciting new form of online learning- NeighborWorks Virtual Classroom. The NeighborWorks Virtual Classroom is a similar model offered by many top-notch universities. Virtual Classroom courses are faculty-led, interactive learning experiences that offer you the opportunity to collaborate with an expert instructor and peers online. Incorporating new collaborative technology such as online discussion forums, chat, wikis, and live and pre-recorded webinars, Virtual Classroom delivers a comprehensive professional development experience, while allowing learners to save valuable time and travel dollars.

How does a Virtual Classroom course work?

- » Instructor guides participants through the course.
- » Courses take place over 3-6 weeks, depending on the specific course. Participants spend an average of 4 hours per week on course assignments.
- » Courses are taken with a group (learning community) of 15-25 fellow participants.
- » Learners reflect on lessons and engage in peer to peer sharing via wikis, chat, blogs and discussion forums.
- » Participants can join weekly, live synchronous group sessions via webinar or chat, which are recorded for future reference.
- » The platform incorporates user-friendly collaborative tools like chats, discussion forums, and wikis to enhance group interaction and peer sharing.

The benefits of faculty-led Virtual Classroom learning include:

- » The ability to communicate with and learn from both faculty and fellow learners.
- » Course content is delivered in weekly lessons, with deadlines that allow you to learn according to your schedule.
- » You don't have to put your work and personal life on hold to get the training you need.
- » Feedback and instruction can be tailored to the context of your community development challenges.
- » You'll have continued access to course materials online following the completion of the course, including resources that can be downloaded, saved and printed.
- » You'll save your time and your organization's valuable travel dollars while still benefiting from a high-quality NeighborWorks learning experience.

For more information and to register visit www.nw.org/virtualclassroom.

NEIGHBORWORKS VIRTUAL CLASSROOM

"One of the best trainings I have ever taken - classroom or online! I especially appreciated the interaction and collaboration with our instructor and with the other students in the class."

"This is an excellent opportunity to help organizations around the nation save funding dollars through training online."

VIRTUAL CLASSROOM COURSES COMING SOON

ML173vc Grant Proposal Writing

ML394vc Advanced Leadership for Organization Transformation

AH226vc Creative Project Financing Strategies

CB350vc Training Community Leaders: A Complete Curriculum

CB103vc Building Powerful Community Partnerships

NeighborWorks Network Organizations

If the name of your organization is listed on this page, please complete the Registration Form for NeighborWorks Network Participants on page 21.

AEON	Hudson River Housing, Inc.	NeighborWorks Lincoln
Affordable Housing Education and Development, Inc.	Interfaith Community Housing of Delaware, Inc.	NeighborWorks Montana
Affordable Homes of South Texas, Inc.	Ithaca Neighborhood Housing Services, Inc.	NeighborWorks New Horizons
Affordable Housing Alliance, Inc.	Joseph Corporation of Illinois	NeighborWorks Northeast Nebraska
Affordable Housing Resources, Inc.	Kalamazoo Neighborhood Housing Services, Inc.	NeighborWorks Omaha
AHC Inc.	Kennebec Valley Community Action Program Housing Services	NeighborWorks® Provo
Alamo Area Mutual Housing Association, Inc.	Knox Housing Partnership, Inc.	NeighborWorks of Pueblo
Arbor Development	LaCasa, Inc.	NeighborWorks of Western Vermont
Argenta Community Development Corporation	La Casa de Don Pedro, Inc.	NeighborWorks Resource Group
Asian Americans for Equality	Laconia Area Community Land Trust, Inc.	NeighborWorks Rochester
Avenue Community Development Corporation	Laredo-Webb Neighborhood Housing Services, Inc.	NeighborWorks Salt Lake
Avesta Housing Development Corporation	Lawrence CommunityWorks, Inc.	NeighborWorks Waco
BCL of Texas	Lighthouse of Oakland County	NeighborWorks Western Pennsylvania
Beyond Housing / Neighborhood Housing Services of St. Louis	Little Dixie Community Action Agency	NeighborWorks Western Pennsylvania
Brand New Day, Inc.	Los Angeles Neighborhood Housing Services, Inc.	New Directions Housing Corporation
Cabrillo Economic Development Corp.	Madison Park Development Corporation	New Jersey Community Capital
Cambridge Neighborhood Apartment & Housing Services, Inc.	Manna, Inc.	New Kensington Community Development Corporation
CATCH Neighborhood Housing	Mid Central Community Action	Niagara Falls Neighborhood Housing Services, Inc.
Central Area Development Association	Midwest Minnesota Community Development Corporation	North Country Housing Council
Central Vermont Community Land Trust, Inc.	Montgomery Housing Partnership, Inc.	North East Community Action Corporation
Centro Campesino Farmworker Center, Inc.	Mountain Housing Opportunities, Inc.	Northeast South Dakota Community Action Program
Champlain Housing Trust	Mutual Housing Association of Greater Hartford, Inc.	Nueces County Community Action Agency
Charlotte-Mecklenburg Housing Partnership, Inc.	Mutual Housing Association of Hawaii, Inc.	Nuestra Comunidad Development Corp.
Chattanooga Neighborhood Enterprise, Inc.	Mutual Housing Association of Southwestern Connecticut, Inc.	Oak Hill Community Development Corp.
Chautauqua Home Rehabilitation and Improvement Corporation	National Council on Agricultural Life and Labor Research Fund, Inc.	Opportunities for Chenango, Inc.
Chelsea Neighborhood Developers, Inc.	Navajo Partnership for Housing, Inc.	Orlando Neighborhood Improvement Corp.
CHWC, Inc.	Neighbor to Neighbor, Inc.	Pathfinder Services, Inc.
Chinatown Community Development Center	Neighborhood Development Services	PathStone
Clearwater Neighborhood Housing Services, Inc.	Neighborhood Finance Corporation	Peoples' Self-Help Housing Corporation
Coachella Valley Housing Coalition	Neighborhood Housing & Development Corporation	Pocatello Neighborhood Housing Services, Inc.
Coalition for a Better Acre	Neighborhood Housing Partnership of Greater Springfield, Inc.	Ponce Neighborhood Housing Services, Inc.
Cobb Housing, Inc.	Neighborhood Housing Services of Baltimore, Inc.	Portland Housing Center
Codman Square Neighborhood Development Corp.	Neighborhood Housing Services of Beloit, Inc.	Providence Community Housing
Columbus Housing Partnership, Inc.	Neighborhood Housing Services of Birmingham, Inc.	REACH Community Development, Inc.
Comite de Bien Estar, Inc.	Neighborhood Housing Services of Chicago, Inc.	Resources for Residents and Communities of Georgia, Inc.
Community Action Partnership of North Alabama, Inc.	Neighborhood Housing Services of Dimmit County, Inc.	Rocky Mountain Communities
Community Action Project of Tulsa County	Neighborhood Housing Services of Duluth, Inc.	Rural Communities Housing Development Corporation
Community Concepts, Inc.	Neighborhood Housing Services of the East Bay	Rural Neighborhoods, Inc.
Community Development Corporation of Long Island, Inc.	Neighborhood Housing Services of Freeport, Inc.	Rural Ulster Preservation Company, Inc.
Community Frameworks	Neighborhood Housing Services of Greater Berks, Inc.	Sacramento Mutual Housing Association, Inc.
Community Housing Development Corporation of North Richmond	Neighborhood Housing Services of Greater Cleveland, Inc.	Salisbury Neighborhood Housing Services, Inc.
Community Housing Initiatives	Neighborhood Housing Services of Hamilton, Inc.	San Juan Neighborhood Housing Services, Inc.
Community Housing Partners Corporation	Neighborhood Housing Services of Kansas City, Inc.	Select Milwaukee, Inc.
Community HousingWorks	Neighborhood Housing Services of Lackawanna County	Self-Help Enterprises
Community Neighborhood Housing Services, Inc.	Neighborhood Housing Services of Minneapolis, Inc.	South Bend Heritage Foundation
Community Resources and Housing Development Corp.	Neighborhood Housing Services of New Britain, Inc.	South County Housing
Community Service Programs of West Alabama, Inc.	Neighborhood Housing Services of New Haven, Inc.	Southern Mutual Help Association
Community Ventures Corporation	Neighborhood Housing Services of New Orleans, Inc.	Southwest Minnesota Housing Partnership
CommunityWorks In West Virginia, Inc.	Neighborhood Housing Services of New York City, Inc.	Southwest Solutions
CommunityWorks North Dakota	Neighborhood Housing Services of Oklahoma City, Inc.	Spartanburg Housing Development Corporation
CommunityWorks Rhode Island	Neighborhood Housing Services of Orange County, Inc.	Springfield Neighborhood Housing Services, Inc.
Corporation to Develop Communities of Tampa	Neighborhood Housing Services of Phoenix, Inc.	St. Ambrose Housing Aid Center
Cumberland Neighborhood Housing Services, Inc.	Neighborhood Housing Services of Richland County, Inc.	St. Joseph's Carpenter Society
Dayton's Bluff Neighborhood Housing Services, Inc.	Neighborhood Housing Services of San Antonio, Inc.	St. Mary Development Corporation
DHIC, Inc.	Neighborhood Housing Services of South Buffalo, Inc.	Syracuse Model Neighborhood Corporation
Durham Community Land Trustees	Neighborhood Housing Services of South Florida, Inc.	Tallahassee Lenders' Consortium
East Akron Neighborhood Development Corporation Inc.	Neighborhood Housing Services of Southeast Wisconsin, Inc.	Tampa Bay Community Development Corporation
Fairbanks Neighborhood Housing Services, Inc.	Neighborhood Housing Services of Southern Nevada, Inc.	Tejano Center for Community Concerns
Family Services, Inc.	Neighborhood Housing Services of Southwestern Maricopa County, Inc.	Tenderloin Neighborhood Development Corp (TNDC)
Federation of Appalachian Housing Enterprises	Neighborhood Housing Services of the Inland Empire, Inc.	The Housing Partnership, Inc.
Fifth Ward Community Redevelopment Corp	Neighborhood Housing Services of the Lehigh Valley, Inc.	The Primavera Foundation, Inc
Foundation Communities	Neighborhood Housing Services of the South Shore, Inc.	The Unity Council
Frontier Housing, Inc.	Neighborhood Housing Services of Toledo, Inc.	Thistle Communities
Gilman Housing Trust, Inc.	Neighborhood Housing Services of Waterbury, Inc.	Tierra del Sol Housing Corporation
HAP, Inc.	Neighborhood Housing Services Silicon Valley	Tri-County Housing & Community Development Corporation
Hawaii HomeOwnership Center	Neighborhood Housing Services, Inc.	Troy Rehabilitation & Improvement Program, Inc.
Home HeadQuarters, Inc.	Neighborhood of Affordable Housing, Inc.	Twin Cities Community Development Corp.
Home Ownership Center of Greater Cincinnati, Inc., The	Neighborhood Partnership Housing Services	Umpqua NeighborWorks
HomeOwnership Center, Inc.	Neighborhoods Inc. of Battle Creek	UNHS NeighborWorks HomeOwnership Center
HomeSight	NeighborImpact	United Housing, Inc.
Hope Enterprise Corp.	NeighborWorks Anchorage	Universal Housing Development Corporation
Homewise, Inc.	NeighborWorks Blackstone River Valley	Urban Edge Housing Corporation
Housing Development Fund, Inc.	NeighborWorks Columbus (GA)	West Elmwood Housing Development Corp.
Housing and Neighborhood Development Services, Inc.	NeighborWorks Dakota Home Resources	West Side Neighborhood Housing Services, Inc.
Housing Assistance Program of Essex County, Inc.	NeighborWorks of Grays Harbor County	Westside Housing Organization, Inc.
Housing Partnership for Morris County	NeighborWorks Great Falls	Willamette Neighborhood Housing Services
Housing Partnership, Inc.	NeighborWorks Greater Manchester	Windham Housing Trust
Housing Resources of Columbia County	NeighborWorks Green Bay	Wyoming Housing Network
Housing Resources of Western Colorado	NeighborWorks Home Resources	
Housing Resources, Inc.	NeighborWorks HomeOwnership Center Sacramento Region	

Registration Form for Non-NeighborWorks Organizations › Los Angeles NTI

Register for this Training Institute online at www.nw.org/onlineereg OR mail or fax this form to the NeighborWorks Training Institute.

(Please print or type. Illegible or incomplete forms delay the registration process.)

Preferred First Name On Your Badge _____

Mr. Ms. Last Name _____ First Name _____
(TSA Secure Flight, provide your legal name, exactly as it appears on your government-issued photo identification document)

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone (day) _____ Fax _____

E-mail address _____

- Check if you do NOT wish to receive e-mail from us regarding training institute events and programs.
- Check if you have special needs addressed by the Americans with Disabilities Act. Please specify: _____
- Check if you have attended a training institute before.

Which of the following best describes your organization?

- government agency community-based development organization financial institution tribal government or tribal nonprofit
- faith-based organization other _____

Check if you are a board chair board treasurer board member

Which of the following best describes your race? Please choose all that apply.

- American Indian or Alaska Native Asian Black or African-American Hispanic or Latino
- Native Hawaiian or Other Pacific Islander White Other
- Check if you work in a HUD-approved housing counseling agency. Your 5-digit HUD number** _____

Courses Requested

Use both course letters and numbers. Please include second choices in case your first-choice courses are full.

	Monday and Tuesday	Wednesday	Thursday and Friday	First Choice Tuition Total
First Choice (Course # Course \$)	# _____ \$ _____	# _____ \$ _____	# _____ \$ _____	= \$ _____
Second Choice (Course # only)	# _____	# _____	# _____	

Nonrefundable/nontransferable/registration fee = \$ **100.00**

Early-Bird Registration Discount (deduct \$50 if form is submitted by January 16, 2012) = \$ _____

Total Balance Due = \$ _____

Payment must accompany your registration form. Faxed registrations must include credit card information and authorized signature. See payment policy.

- Check if you qualify for the Southern New Hampshire University tuition rate. (Proof of program enrollment must accompany this form.)

Payment Information

- Check enclosed (payable to NeighborWorks America). Check number _____
- Purchase order must be attached. Purchase order number _____
(Purchase orders will be accepted until February 6, 2012.)
- Visa MasterCard American Express

Card # _____ Exp. date _____ / _____
(mm/yy)

Name as it appears on card _____

Authorized signature _____

Fax registration with credit card information to: **(202) 376-2168 OR**

Mail registration and payment to: Neighborhood Reinvestment Training, PO Box 418630, Boston, MA 02241-8630
(This is a P.O. box and cannot receive Fedex shipments.)

**Register by Jan. 16, 2012,
and SAVE!
Final Pre-Registration
Deadline — February 6, 2012**

I assume full responsibility for any risks of loss, property damage or personal injury that may be sustained by me as a result of my voluntary request to share a guest room with another NTI participant. I agree to hold harmless NeighborWorks America, its directors, officers and other employees from any loss, liability, damages or costs, including reasonable attorney's fees that may incur due to my participation in the guest room sharing program.

Registration and Accommodation Information for Non-NeighborWorks Organizations Los Angeles NTI

Customer Service

(800) 438-5547 or
(202) 220-2454

Fax: (202) 376-2168

E-mail: nti@nw.org

Online Registration
now available –
www.nw.org/onlinereg

Pre-event registration

Participants who submit their registration form by the early-bird deadline of January 16, 2012 can deduct \$50 from the registration fee. Forms received after this date will be assessed the \$100 registration fee. Forms will be accepted through February 6, 2012. After this date, participants wishing to take courses at this event must wait to enroll during the onsite registration.

To register for courses, locate the classes you wish to take and indicate your first and second choices for each day on the registration form. Use both course letters and numbers. Also, list the tuition for each first choice course only. Complete the entire form and mail or fax to NeighborWorks America. Register early; classes fill up quickly, and we cannot guarantee onsite or late registrants the classes of their choice. We recommend you do not confirm your travel and accommodations until you receive confirmation of your enrollment in selected courses.

Online registration

Instead of mailing or faxing a registration form, consider signing up through our online registration system.

Participants choosing to use the online system will be able to access their online transcript history, update profile information, streamline payment transactions and make course registration changes through their computer. Access the online registration tool at www.nw.org/onlinereg. As a first time user to this online tool, you will need to create a user profile before registering.

Onsite registration

Onsite registration opens on February 26, 2012 at 3 p.m. Check daily hours of operation onsite. All participants must stop by onsite registration to pick up their registration packets before attending courses. Your packet will have the most updated information about courses, locations and events.

Payment policy

Institute courses and symposia are individually priced. A \$100 registration fee must be added to the final tuition total. If you submit your registration form by the early-bird registration deadline, you can deduct \$50 from the registration fee. Tuition and registration fee include courses, materials and site visits (where applicable), afternoon workshops, networking opportunities, daily continental breakfast and refreshments. Payment is due with your registration form and may be made by check, Visa, MasterCard or American Express.

If your organization requires a purchase order, we will bill you and hold your registration form until February 6, 2012, to allow for receipt of payment. All tuition and registration payments must be received in full before obtaining a confirmation packet prior to the event.

Refund/cancellation policy

Notice of cancellation must be received by February 6, 2012 to receive a full refund. If cancellation notice is received after February 6, 2012 and up to 5 days before the start of the event, NeighborWorks America will assess a \$150 cancellation fee and provide a tuition credit voucher for the balance. The credit voucher expires if not used within one year of issuance. If a cancellation notice is received less than five business days prior to the event, or if you do not complete your coursework, no refund or credit voucher will be issued. NeighborWorks America reserves the right to cancel any course at any time. If your course is canceled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event that the course you chose is cancelled, NeighborWorks America is not liable to you for any other damages, including, without

limitation, any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks event or other direct, indirect or consequential damages.

Substitution policy

Substitution requests will be accepted up to January 25, 2012, and requests are subject to course(s) availability.

Scholarships

Limited scholarship assistance may be available to staff, board members and volunteers of nonprofit organizations. To see a list of available scholarships for this event, visit www.nw.org/scholarships. Applicants may not apply for more than one scholarship program at a time and organizations should not submit more than two scholarship applications per event. Applicants who have received a scholarship within one calendar year are ineligible. If you are awarded a scholarship and fail to cancel it or are a no-show to the event, your scholarship eligibility may be revoked for a period of 12 months. Scholarships are not transferable.

Accommodations

The following hotels will host the NeighborWorks Training Institute:

Los Angeles Marriott Downtown

333 South Figueroa Street
Los Angeles, CA 90071
(213) 617-1133

The Westin Bonaventure Hotel and Suites

404 South Figueroa Street
Los Angeles, CA 90071
(213) 624-1000

Sheraton Los Angeles Downtown

711 South Hope Street
Los Angeles, CA 90017
(213) 488-3500

Hotel room rate per night for a single or double is \$125 at the above hotels.

A number of sleeping rooms are available for institute participants on a first-come, first-served basis at the special rate plus an additional percentage for city and lodging tax. Review your registration confirmation carefully for specific details about your registration and course locations. Call the hotel directly to make your hotel reservations and be sure to ask for the NeighborWorks Training Institute rate. Rates are based on GSA guidelines and subject to change without notice.

Special needs

If you have special needs addressed by the Americans with Disabilities Act, notify us at least one month prior to the event.

Attendance and Certificate policy

Courses start promptly at 8:30 a.m. and conclude at 4:00 p.m., except on Friday, when courses end at 2:30 p.m. Certificates of completion are awarded only to participants who complete 100% of the course.

Professional certificates and continuing education units

For information or program details, visit www.nw.org/training. You can also earn an NCEC certification in pre-purchase education, homeownership counseling, post-purchase education, foreclosure intervention and homeownership counseling for program managers and executive directors.

NeighborWorks Network Participants Registration and Accommodation Form, LA NTI

Register for this Training Institute online at www.nw.org/onlineereg OR mail or fax this form to the NeighborWorks Training Institute.
(Please print or type. Illegible or incomplete forms delay the registration process.)

Preferred First Name On Your Badge _____ Check if you're a NeighborWorks® Recovery Program AmeriCorps*VISTA member.

Mr. Ms. Last Name _____ First Name _____
(TSA Secure Flight, provide your legal name, exactly as it appears on your government-issued photo identification document)

Title _____

Official Network Organization Chartered Name _____

Address _____

City _____ State _____ Zip _____

Phone (day) _____ Fax _____ E-mail address _____

Check if you do NOT wish to receive e-mail from us regarding training institute events and programs.

Check if you have special needs addressed by the Americans with Disabilities Act. Please specify: _____

Which of the following best describes your race? Please choose all that apply.

American Indian or Alaska Native Asian Black or African-American Hispanic or Latino Native Hawaiian or Other Pacific Islander White Other

Check if you are a board chair board treasurer board member

Check if you work in a HUD-approved housing counseling agency. Your 5-digit HUD number _|_|_|_|_|

COURSES REQUESTED

Use both course letters and numbers. Please include second choices in case your first-choice courses are full.

	Monday and Tuesday	Wednesday	Thursday and Friday	Tuition and Fees
First Choice	# <input type="text"/>	# <input type="text"/>	# <input type="text"/>	= \$ \$430.00
Second Choice	# <input type="text"/>	# <input type="text"/>	# <input type="text"/>	

Pay Own Expenses (Please check here if you are not using a training institute slot and are arranging for your own travel.
DO NOT COMPLETE ACCOMMODATION INFORMATION.)

Accommodation Information (for participants using a training institute slot with Executive Director approval below)

Single-room upgrade requested @ \$78 per night x _____ nights = \$ _____

Total Tuition and/or Lodging Due \$ _____

No hotel room requested Shared room requested: I am: female male

Preferred roommate name _____

Roommate choice cannot be guaranteed

Please plan to arrive the day before your first class begins and leave the day your last class ends.

Arrival date _____ Departure date _____

Payment must accompany your registration form. Faxed registrations must include credit card information and authorized signature. See payment policy.

Payment Information

Check enclosed (payable to NeighborWorks America). Check # _____

Purchase order must be attached. Purchase order # _____

(Purchase orders will be accepted until February 6, 2012.)

Visa MasterCard American Express

Card # _____ Exp. date _____ / _____
(mm/yy)

Name as it appears on card _____ Authorized signature _____

Fax registration with credit card information to: **(202) 376-2168 OR**

Mail registration and payment to: Neighborhood Reinvestment Training, PO Box 418630, Boston, MA 02241-8630 (This is a P.O. box and cannot receive Fedex shipments.)

**Slot Registration Deadline –
January 4, 2012**

**POE Deadline –
February 6, 2012**

I assume full responsibility for any risks of loss, property damage or personal injury that may be sustained by me as a result of my voluntary request to share a guest room with another NTI participant. I agree to hold harmless NeighborWorks America, its directors, officers and other employees from any loss, liability, damages or costs, including reasonable attorney's fees that may incur due to my participation in the guest room sharing program.

Registration and Accommodation Information for NeighborWorks Organizations Los Angeles NTI



Customer Service

(800) 438-5547 or
(202) 220-2454

Fax: (202) 376-2168

E-mail: nti@nw.org

Online Registration
now available –
www.nw.org/onlinereg

Registration

The NeighborWorks network slot registration deadline is January 4, 2012. Indicate your first and second choices for courses each day on the registration form using the course letters and numbers. To verify that your organization is a NeighborWorks network organization, please check the members-only website at www.nw.org.

Online registration

Consider enrolling through our online registration system. Network participants choosing to use the online system will be able to enter travel and lodging requests, access their online transcript history, update profile information and make course changes. If you are using a training slot, you will need the slot code in order to submit your travel and lodging needs. You may access the online registration tool at www.nw.org/onlinereg. As a first time user to this online tool, you will need to create a User Profile before registering for the event.

Training institute slots

Each NeighborWorks network organization receives an annual (fiscal year: Oct. 1 – Sept. 30) number of training institute slots. Each slot covers a round-trip airline or train ticket to the institute and double occupancy accommodations. The organization name listed on the Network registration form must be the official Network organization chartered name; abbreviations and affiliate names will not be accepted. Upon receipt of your confirmation and travel and logistics guide, please read carefully for special details about your course selections and hotel assignment for your lodging.

Tuition rate

NeighborWorks network members register for the training institute at a special flat rate of \$430. Tuition includes courses and materials, afternoon workshops, networking opportunities, daily continental breakfast and refreshments.

Paying your own expenses (POE)

If your organization has exhausted institute slots and still wishes to have staff attend, you may pay the \$430 tuition rate, as well as arrange and pay for your own staff travel and lodging. Complete the registration form and check the "Pay Own Expenses" box. Submit the form with your tuition payment by February 6, 2012.

Payment

Tuition and accommodation (if applicable) payment(s) must accompany your registration form. Illegible, incomplete forms or no payment attached will delay the registration process. Send completed registration form(s) and payment to:
Neighborhood Reinvestment Training
PO Box 418630
Boston, MA 02241-8630

If using a credit card, please fax it to: (202) 376-2168

Travel

The Training Division provides a travel report to the designated travel agency to cover the cost of a roundtrip ticket at the lowest rate available for participants whose travel is covered to attend the Institute. In accordance with the Transportation Security Admin (TSA) you must provide your travel arranger with your legal name, exactly as it appears on your government issued photo identification (e.g., a driver's license or a passport), your date of birth and gender. Please register for the training event using the name on your government issued photo ID. If your airline ticket is issued in a name other than your legal name, the ticket has to be changed, you may be responsible for the airline's change fees. TSA reserves the right to prevent you from flying unless your name matches that on your photo ID.

If you prefer to make your own travel arrangements and seek reimbursement, you must contact NeighborWorks America for approval before purchasing your ticket. Send your request to nti@nw.org. The NeighborWorks staff person will

provide you with the necessary instructions and details to facilitate your reimbursement. NeighborWorks will reimburse you or your organization for the fare, as detailed on the participant reimbursement form; up to the amount the ticket would have cost NeighborWorks. If the cost of the ticket is less, you or your organization will receive the lesser amount. Reimbursements will be processed after the Institute.

Accommodations

Shared-room accommodations are included as part of the training slot. We can't guarantee your roommate preference, but will attempt to match you with your preferred selection. Single-room accommodation is available on a first-come, first-served basis. The cost to upgrade to a single room is \$78 per night and the participant or their organization must pay the cost for the full stay at the time of registration (include a check or credit card information along with your registration form). Single-room upgrades are not available at hotel's check-in, so if you'd like an upgrade, we must have your payment by January 25, 2012.

Special needs

If you have special needs addressed by the Americans with Disabilities Act, notify us at least one month before the Institute.

Cancellation and refund policy

Your written cancellation notice must be received by February 6, 2012 to receive a tuition refund and to recover your training slot. If your cancellation notice is received less than three weeks before the start of the event, NeighborWorks will assess a \$150 cancellation fee and provide a tuition credit voucher for the remaining balance. You will also forfeit the slot. The credit voucher expires if not used within one year of issuance. If cancellation notice is received less than five business days prior to the event, or if you do not complete your coursework, no refund or credit voucher will be issued and you forfeit the slot. If hotel reservations were confirmed on your behalf and you did not cancel and did not show up at the event, the hotel will assess a no-show charge to NeighborWorks America. The hotel no-show charge will then be billed to your organization. NeighborWorks reserves the right to cancel any course at any time. If your course is canceled, you may choose another course or request a tuition refund and reinstatement of the institute slot. Other than refunding your tuition and reinstatement of the slot in the event that the course you selected is cancelled, NeighborWorks America is not liable to you for any other damages, including, without limitation, any obligation to provide refund for any travel or lodging costs associated with attending any NeighborWorks Training event or other direct, indirect, or consequential damages.

Substitution policy

Substitution requests will be accepted up to January 25, 2012 and requests are subject to course and lodging availability.

Professional certificate and continuing education units

For details of the program, call (800) 438-5547 or e-mail nti@nw.org. You can also earn an NCEC Certificate of Professional Recognition in post-purchase education, foreclosure intervention and homeownership counseling for program managers and executive directors. Continuing education units (CEUs) for all courses are available upon request.

Attendance and certificate policy

Courses start promptly at 8:30 a.m. and conclude at 4:00 p.m. except for Fridays, when courses end at 2:30 p.m. Certificates of completion are awarded only to participants who complete 100% of the course.

Are you interested in enriching your knowledge of community development issues, learning new skills, and advancing your career?

NeighborWorks Training Institute offers a professional certificate program to meet your needs. Individuals with a professional certificate from the NeighborWorks Training Institute are recognized for having a comprehensive knowledge in the subject area and are armed with tools and strategies to impact the communities in which they work.

You can earn a professional certificate in the following content areas:

Affordable Housing Certificates:

- » Funding and Finance
- » Project Management
- » Community Stabilization
- » Supportive Housing
- » Community Land Trusts

Certified Housing Asset Manager

Nonprofit Housing Management Specialist (NHMS®)

CHAM™ designation

Community Engagement

Community Economic Development

Community and Neighborhood Revitalization

Construction and Production Management Certificates:

- » Construction Manager
- » Green and Sustainability
- » Rehab Specialist

Homeownership and Community Lending (presented by NCHCEC)

Certifications in post-purchase education, foreclosure intervention, and homeownership counseling for program managers and executive directors are also available.

Management and Leadership

- » Community Development Management
- » Organizational Leadership

The program integrates fundamental critical, and cutting-edge instruction that can be directly applied to the real-world issues you face every day. Certificates are awarded to candidates who successfully complete the required and elective coursework, practical exercises, tests for each course (if applicable) and a comprehensive evaluation at the end of all coursework. You can earn your professional certificate in as few as three training institutes depending on the content area.

For more information, including which courses are required for each of the Professional Certificate Programs, visit www.nw.org/ training and look for "Training Content Areas" to the right.

Enroll Today!

NeighborWorks Professional Certificate Program

This form DOES NOT register you for the NeighborWorks Training Institute. To register for the event you must submit the appropriate registration form located in this brochure.

Enrollment Form

Please complete this enrollment form and return it with the \$100 nonrefundable enrollment fee to NeighborWorks America at the address below. Please complete all blanks (use N/A if a section does not apply) and please print. Enrollment cannot be processed without payment.

Mr. Ms. _____

Position/Title _____

Organization _____

Organization Address _____

City _____ State _____ Zip _____

Office Phone _____ Office Fax _____

Office E-mail _____

Home Address _____

City _____ State _____ Zip _____

Home Phone _____ Home Fax _____

Personal E-mail _____

How long have you been in your current position? _____

How long have you been in the community development field? _____

What is the highest level of education you have completed? Some high school High school diploma/GED

Some college Bachelor's degree Master's degree Doctoral degree

Please specify any degrees or professional certificates you have earned:

Which sector do you represent? Public Private Nonprofit

Are you affiliated with a NeighborWorks organization? Yes No

Payment Information

Professional Certificate enrollments will not be processed without the **\$100** nonrefundable fee per program.

Check enclosed. Check number _____ (payable to NeighborWorks America)

Charge my credit card: Visa MasterCard American Express

Card # _____ Exp. date _____ / _____
(mm/yy)

Name as it appears on the card _____

Authorized signature _____

Please return this form and the \$100 enrollment fee to Neighborhood Reinvestment Training, PO Box 418630, Boston, MA 02241-8630. (This is a P.O. box and cannot receive Fedex shipments.) You can fax the form with credit card information to (202) 376-2168. For more information, please call (800) 438-5547, (202) 220-2454 or e-mail certificates@nw.org.

In which content area do you wish to enroll? Please choose only one

- Affordable Housing
 - Funding and Finance
 - Project Management
 - Community Stabilization
 - Supportive Housing
 - Community Land Trusts
- Certified Housing Asset Manager (CHAM™)
 - Nonprofit Housing Management Specialist (NHMS®)
 - CHAM Designation
- Community Engagement
- Community Economic Development
- Community and Neighborhood Revitalization
- Construction and Production Management
 - Construction Manager
 - Green and Sustainability
 - Rehab Specialist
- Homeownership and Community Lending
- Management and Leadership
 - Community Development Management
 - Organizational Leadership



NeighborWorks eLearning Courses

NeighborWorks America's online educational offerings enable you to stay close to your work while gaining the same valuable skills and knowledge offered at our highly rated national and regional training events. You can take advantage of this unparalleled professional development opportunity whenever it fits into your busy schedule, and wherever you can connect to the Internet. And best of all, you can save your valuable travel dollars and time away from the office.

eLearning makes advancing your skills and career easy and convenient by bringing the training to you. Once you start, you can log in and out, taking the user-friendly courses in manageable portions over a period of 60 days. Each course also counts toward requirements for professional certificates from NeighborWorks America. Additional courses and cutting-edge webinars will be launched in the coming months.

Log in today and jump-start your learning – and your career! Click on www.nw.org/onlinereg.

AFFORDABLE HOUSING-FOCUSED eLEARNING COURSES

AH103el Fundamentals of Affordable Housing Development

(Funding support for the development of this course provided by FDIC)

This course is designed to provide participants with a basic operating framework to consider and understand “affordable housing”, specifically nonprofit owned, affordable, multi-family rental housing. This course will provide a fundamental understanding, as well as essential skills and competencies, regarding the development and operation of affordable rental housing in local communities. The course outlines the key elements and characteristics of affordable housing, provides a primer on the housing development process and identifies an inventory of both the benefits and outcomes of well-designed and well-managed affordable rental housing. Participants will, upon completion of the course, have a fundamental understanding, as well as the skills and competencies needed, to advocate for affordable rental housing in their communities.

BOARD OPERATIONS-FOCUSED eLEARNING COURSES

For those who work with or on Boards of Directors and want to enhance their leadership, oversight, negotiating and other skills crucial to navigating these important relationships.

ML240el Board Oversight and Governance

You'll learn how to set up efficient organizational structures, how to develop an effective mission, and different methods for measuring organizational effectiveness. You'll also gain tools to build and maintain relationships, and an understanding of and the importance of diversity and cultural competency in the functioning of your organization. Finally, you'll explore financial oversight, and how to develop and conserve your organization's resources.

ML273el A Leader's Guide to Ensuring Organizational Health

This course will enable you to learn and apply skills, methods and tools (including NeighborWorks America's own PROMPT model) to better monitor and diagnose indicators related to your organization's health and well-being. You'll learn to identify “red flags” to help chart your organization's health by looking at critical performance factors.

CONSTRUCTION AND PRODUCTION MANAGEMENT-FOCUSED eLEARNING COURSE

For those who work to develop, build or rehab affordable housing

CP185el Fundamentals of Green Affordable Housing, Rehab, and Management

This course covers the basics of “thinking green” for organizations and programs, and “building green” for affordable housing. It also covers the principles of healthy housing, and provides a framework for more informed decision-making

– including a focus on the bottom line – on the part of boards, the executive director and other key decision-makers in your organization.

COMMUNITY STABILIZATION AND NEIGHBORHOOD REVITALIZATION-FOCUSED eLEARNING COURSES

For those who focus on turning vacant and abandoned foreclosed properties into useful affordable housing, and mitigating the potential for neighborhood deterioration in the wake of foreclosure.

NR231el Stabilizing Neighborhoods in a Post-Foreclosure Environment

This course brings you timely information on analyzing regional and neighborhood markets and customizing intervention strategies to achieve stabilization outcomes. Learn about outcomes and measures of success and be better equipped to understand, access and use local data to design and implement interventions and advocate for policy and resource support.

AH295el Community Stabilization: An Introduction to REO Acquisition, Rehab, Disposition and Management

(Funding support for the development of this course provided by Bank of America)

Addressing vacant housing caused by the foreclosure crisis is one of the most pressing issues for the community development field. This course will guide you in how to approach a business line that requires knowledge of the recommended steps for designing and implementing an acquisition, rehabilitation and disposition program for vacant REO properties.

ASSET MANAGEMENT-FOCUSED eLEARNING COURSES

For those who manage affordable rental housing – both apartments as well as scattered site rental homes.

AM121el Fundamentals of Asset Management

(Funding support for the development of this course provided by Bank of America)

Gain the skills and knowledge to effectively understand asset management concepts and the importance of proactive management of real estate assets to the operational and financial health of affordable housing communities.

HOMEOWNERSHIP AND COMMUNITY LENDING-FOCUSED eLEARNING COURSES

Focused on homeownership counselors and educators, these courses bring you the knowledge and tools you need to deliver top-notch service to your clients, and enable you to keep up with an ever-increasing workload.

H0102el Mortgage Lending Fundamentals for Homeownership Professionals

Understanding and successfully navigating today's lending environment begins with the basics. This online course provides homeownership

professionals with key mortgage principles and lending procedures to prepare to effectively work with clients. Topics include basic overview of mortgage types and categories, qualifying factors and required mortgage documentation. Through a variety of exercises and activities, each participant will gain baseline knowledge of the mortgage process.

H0104el Home Equity Conversion Mortgage (HECM) Counseling Basics Overview

This entry-level course focuses on an overview of reverse mortgages including HECM counseling requirements, identifying financial and housing alternatives and options for senior clients facing financial hardship.

H0109el Foreclosure Basics

This course provides an introduction to foreclosure intervention counseling. It's aimed at anyone who wants to learn more about dealing with foreclosures, and covers:

- » Foreclosure processes and terminology
- » Foreclosure intervention and counseling techniques
- » Choosing loss mitigation options
- » Foreclosure intervention plan development
- » Resources and links for housing counselors

H0130el Understanding Credit Reports and Credit Scoring

This introductory online course provides the basics of credit reports, credit scoring and how both are used by lenders to determine access to credit. Through interactive exercises and learning checks, you will gain an understanding of what a credit score is, learn how they are determined and be able to explain the meaning of information found in credit reports, including how to correct inaccurate information. Once you have mastered the "nuts and bolts" of credit reports and credit scoring, you will be able to apply this knowledge to navigate and manage credit wisely.

H0253el FHA-Insured Loans: An Affordable Mortgage Option

Designed for homeownership counselors, this course provides the nuts and bolts of FHA guidelines and loan requirements for a rapidly changing lending environment. This online learning course prepares counselors to assist clients in determining if the FHA program is a viable mortgage option based on financial circumstances. Through a variety of exercises and activities, participants learn how the FHA program works and how to qualify borrowers utilizing the program's guidelines.

H0260el Counseling Buyers of Real Estate Owned (REO) Properties

(Funding support for the development of this course provided by FDIC)

This course is designed to introduce the homeownership counselor to the players involved in REO transactions, explore the purchase process, establish ways to assist clients through careful analysis of the sales

contract, cover how to engage home inspectors and avoid the pitfalls of purchasing "as is" properties, and present special financing options available to homebuyers.

H0265el Counseling Clients Seeking Rental Housing

(Funding support for the development of this course provided by FDIC)

In this course participants will learn how to counsel clients on such things as avoiding discrimination and addressing tenant/landlord issues, including deposits, procedures for handling health and safety repairs, tenant remedies and foreclosure-related concerns.

H0290el Being Green, Seeing Green: Counseling Clients to Maximize Energy Savings

Being Green, Seeing Green: Counseling Clients to Maximize Energy Savings is an online learning experience which provides key knowledge, skills and competencies to provide high quality counseling and group education on ways for consumers to save money through practicing green behaviors and using green products to lower expenses and live in a safe, healthy home.

H0322el Using Effective Practices to Improve Your Foreclosure Counseling Programs

This course begins with an organizational self-assessment that offers an initial examination of the overall status of your foreclosure intervention program. Next, it explores common themes and lessons learned from a wide variety of programs from around the country. Using these examples, this course provides practical instruction on how to begin

implementing improvements based on effective foreclosure intervention practices.

H0346el Understanding and Applying Foreclosure Intervention and Loss Mitigation Tools

The course specifically focuses on loss mitigation tools determined to be the least understood or utilized in today's foreclosure environment. Counselors learn to identify the most critical financial factors in foreclosure cases, review brief case scenarios to analyze and then choose the loss mitigation tool that best addresses a homeowner's mortgage problems.

MANAGEMENT AND LEADERSHIP-FOCUSED eLEARNING COURSES

ML162el Marketing Your Programs and Organization

Marketing is integral to an organization's overall strategy to achieve its business goals. A dynamic leader knows this and presents and sells the organization well. In this eLearning course the learner will use case studies, definitions, organizational profiles, charts and other tools to learn how to develop an effective marketing strategy. At the end of this course you will be able to better market your organization and its programs to donors, clients and partners. You will develop a framework, look at a step-by-step process, and use a "check and reflect" process to evaluate your progress during the course. The course will also cover target audiences, research and analysis, products and product profiles, messaging and the use of strategies and tools that can enhance your marketing effort.



(If you haven't registered for a NeighborWorks course online before, you'll need to first fill out a profile and obtain a user name and password. More information on creating your online user profile and registering for courses can be found online at www.nw.org/onlinereg.)

To take the course:

1. Enter your user name and password and your online learning home page will open up. From this page you can register for an e-learning course or any of the NeighborWorks public events. Select the e-learning option, and click on "Register Now."
2. Then select the check box for your desired course and select "NEXT" at the bottom of the page to continue to the payment page.
3. On the payment page you will be required to submit course payment in full by credit card (Visa, MasterCard or American Express) to complete your course enrollment. Once your credit card payment is confirmed, you'll be given a link and instructions to log into the course. Please print this page for your records as proof of payment. eLearning courses generally take 2 - 4 hours to complete depending on how much time you spend exploring the additional course resources. From the date you enroll in the course, you will have 60 days to complete it and pass the exam.

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- » **Cincinnati, OH – Aug. 13 - 17**
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