

Free Workshops

Monday, March 1 — 4:30 p.m. – 6:00 p.m.

Automate Homeowner Intake to Cut Costs while Increasing Efficiencies and Productivity

Location: Napoleon C3, Third Floor, Sheraton New Orleans

CounselorDirect specializes in providing front-line counseling organizations tools to increase their homeowner outreach, efficiency and productivity. We focus on the local nonprofit counselors that are in direct contact with their specific neighborhoods and strive to better promote and educate others on the importance of these “grass roots” organizations. It is our goal to continue to find revenue support, sponsorship and outreach opportunities for these organizations by working closely with the servicers to promote activities and programs for these import conduits. These efforts, combined with affordable and innovative solutions for the front-line counseling organizations help meet the growing demand for personalized foreclosure prevention assistance.

Presenter(s): Andy Firoved, Jason Connolly

Foreclosure Counselors: Are You Stressed?

Location: Southdown Room, Fourth Floor, Sheraton New Orleans

Foreclosure intervention counseling — always difficult — has become a more stressful job as the growing foreclosure crisis causes caseloads to spike. The demand — and the heart-wrenching stories — can appear never-ending. This workshop, created especially for foreclosure intervention counselors, will look at the warning signs, and the effects of stress on our job performance. The workshop will provide a space to share job frustrations and is structured so that participants will walk away with some practical ways to manage the pressures of the important job they do.

Presenter(s): Milton Sharp

Strategies for Combating Mortgage Rescue Scams in Your Community

Location: Grand Ballroom E, Fifth Floor, Sheraton New Orleans

The workshop will provide you with an overview of current mortgage rescue scams and strategies for reducing scam activity with the local community. Participants will also receive ideas on how to educate residents on the dangers of mortgage scams. The workshop will provide participants with information on the NeighborWorks® Mortgage Rescue Scams campaign and how it can be executed locally.

Presenter(s): TBA

Preserving Homeownership: Tips & Tools for Foreclosure Intervention Counselors

Location: Napoleon B3, Third Floor, Sheraton New Orleans

In this challenging environment, it is pertinent that foreclosure intervention counselors be equipped with the most up to date information necessary to work with servicers and help keep clients in their homes. This workshop will feature in-depth discussions which will cover tips & tools for working with servicers, available resources for counselors & their clients, an overview of how to assemble a hardship assistance package and much more. Join us with your questions and ideas!

Citi Office of Homeownership Preservation

Presenter(s): Hala Farid

The Power of a Crisis: Lessons for Community Stabilization from New Orleans Rebuilding

Location: Balcony N, Fourth Floor, New Orleans Marriott

Hurricane Katrina devastated neighborhoods in New Orleans. In its wake, community development organizations and neighborhood residents have been forced to work collaboratively to rebuild the physical, economic, and social fabric of the community. The foreclosure crisis, though different in nature, is also having a devastating effect on neighborhoods across the country. This workshop explores the lessons learned from the rebuilding efforts in New Orleans that can be applied to current efforts to stabilize neighborhoods from the impacts of the foreclosure crisis. Workshop participants will hear directly from practitioners working in New Orleans to recover and revitalize neighborhoods, who are seizing the opportunities provided by the crisis. Specific attention will be paid to strategies that engage residents in the revitalization process, define assets to market neighborhoods in order to attract new residents, and address community issues in a comprehensive manner. Beverages and snacks will be served.

Presenter(s): LaToya Cantrell, Shawn Escoffery

Taste of Coaching

Location: Balcony J, Fourth Floor, New Orleans Marriott

This workshop offers an introduction or a “taste” of the many aspects and applications of coaching as a method and process to help more people towards a place that enables them to reach goals and objectives that can be life changing. Coaching is already being used effectively and extensively in the nonprofit world.

Presenter(s): Mary Kuentz, Janet Raffel

Tools for Counseling Unemployed Homeowners

*Location: Grand Ballroom B, Fifth Floor,
Sheraton New Orleans*

To address the impact of unemployment on foreclosure rates, there is a growing demand for products and services that enable families to retain homeownership. This workshop, facilitated by the Department of Labor, the Federal Reserve Bank of New York, and the Hope Now Alliance, will introduce housing counselors to available resources such as career assessment and training, a Web-based estimator of insurance benefits, and servicer workout options for borrowers challenged by a loss of income. Research on employment trends and forecasts will also be presented in this workshop.

Presenter(s): TBA

NeighborWorks® Data Collection

*Location: Ile de France III, Third Floor,
JW Marriott New Orleans*

NEIGHBORWORKS NETWORK MEMBERS ONLY

Reporting Staff member from NeighborWorks organizations and former Access Template users — meet with NeighborWorks® staff to discuss Data Collection policies, procedures, client-management systems, and data changes for fiscal year 2010. A question & answer session will follow presentation.

Presenter(s): Laura Johnson, Phil Hood

Meeting with Congress — Power of Constituent-Based Advocacy

Location: Oak Alley, Fourth Floor, Sheraton New Orleans

NEIGHBORWORKS NETWORK MEMBERS ONLY

Come learn how to meet with your members of Congress and why your voice as a constituent is so powerful. You'll learn the basics of educating your members of Congress as well as insider tips to making sure your voice and issues are heard most effectively. You'll leave with a better understanding of how Congress works and the strategies to really have impact with Congress to the benefit of your local organization and community.

Presenter(s): David Brown

Review of Grant Process for Special Appropriation

Location: Borgne, Third Floor, Sheraton New Orleans

NEIGHBORWORKS NETWORK MEMBERS ONLY

A question and answer workshop regarding the \$35 million capital rehab supplemental appropriation that is currently ready for application in GrantWorks.

Presenter(s): Thomas Deyo

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Free Workshops

Tuesday, March 2 — 4:30p.m. – 6:00 p.m.

Achieving Excellence Information Session

Location: St. Charles Suite, Forty First Floor, New Orleans Marriott

You are invited to attend a special information session on NeighborWorks® America's Achieving Excellence in Community Development Program. This program, designed for executive directors and other seasoned senior leaders with significant scope of authority, features academic sessions at Harvard University's Kennedy School of Government, one-on-one executive coaching throughout the 18-month program, and structured peer support and networking. Join your colleagues for refreshments and a chance to hear directly from Achieving Excellence graduates how this performance-driven program, focused specifically on an organizational challenge you identify, can help you take your organization to a level of excellence and effectiveness you may not have thought possible.

Presenter(s): Christina Deady

eHome America: Online Homebuyer Education Program — A Web-Based Solution

Location: Napoleon C3, Third Floor, Sheraton New Orleans

Learn how to reach more potential homebuyers, streamline services, increase revenues and reduce homeownership education costs by using eHome America, a new Web-based homebuyer education product developed by Community Ventures Corporation, a NeighborWorks organization based in Lexington, KY. This workshop will demonstrate how eHome America works along with success stories from NeighborWorks organizations using this product from across the nation.

Presenter(s): Sandra Canon, Dean Caldwell-Tautges

Fannie, Freddie and the Federal Home Loan Banks: How Their Missions Affect Yours

Location: Grand Ballroom B, Fifth Floor, Sheraton New Orleans

A key part of the mission of the Federal Housing Finance Agency (FHFA) is to provide effective supervision, regulation, and housing mission oversight of Fannie Mae, Freddie Mac and the Federal Home Loan Banks. Learn from the FHFA about the mission-related activities of these Government Sponsored Enterprises and take part in an interactive exchange with their regulator about how these GSEs can assist you in your work. The discussion may cover such topics as the Fannie and Freddie and FHLBanks Housing Goals; Fannie and Freddie's Duty to Serve manufactured housing, multifamily and rural housing markets; and potential modifications to the FHLBanks Affordable Housing and Community Investment programs.

Presenter(s): Charles McLean, Nelson Hernandez

Careers in Community Development: Turn Your Passion into Your Profession!

Location: Crescent Ballroom, Eleventh Floor, The Westin New Orleans Canal Place

Careers in Community Development: Turn Your Passion into Your Profession!

You're already interested in the field of community development — maybe you found it by accident, maybe you've been volunteering and think, "I love my volunteer work — imagine doing this full-time!" You can. The community development field offers a wide range of career opportunities in many different areas — not just direct service work such as homeownership counseling but also construction, IT, training, administrative assistance, urban planning, engineering, architecture, volunteer management, project management, proposal writing and so much more! In the workshop, you will learn more about what is meant by "the community development field", hear tips on how to market your volunteer work and other skills to move into the job of your dreams and discover some resources to begin your search. Come hear from professionals with a view of the entire field and the real experts (practitioners in the field!) about the opportunities available and how to best position yourself to find a fulfilling career that you will love!

Presenter(s): Deborah Wise

Putting REO Back Into the Community

Location: Napoleon B1, Third Floor, Sheraton New Orleans

Rehabilitation of foreclosed or abandoned properties by local governments, nonprofits or housing providers is an important step on the road to neighborhood recovery in areas hard-hit by foreclosures. Join us and get information on accessing properties through donations and discount sale. Learn how to leverage resources in order to stabilize communities and maintain housing stock while providing affordable housing through collaborative partnerships. Explore how nonprofits, government entities and NSP jurisdictions can acquire REO properties in their service areas from servicers such as JP Morgan Chase, WaMu or EMC to help stabilize neighborhoods experiencing high foreclosure activity. Learn how to acquire REO in compliance with the NSP. Hear about examples on how the National Community Stabilization Trust can assist communities.

Presenter(s): Yves Mombeleur

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HUD's RESPA Changes and the Impact to Counseling Borrowers

Location: Napoleon B3, Third Floor, Sheraton New Orleans

The new HUD Real Estate Settlement Procedures Act (RESPA) rules were published on November 17, 2008 and took effect on January 1, 2010. Join subject matters expert to review the new rules and Good Faith Estimate (GFE) and HUD-1 Settlement Statement requirements. This workshop is designed to help homeownership counselors gain a better understanding of the changes to RESPA so they can help their clients make more informed decisions. Come with your questions and leave with the most recently updated information!

Presenter(s): TBA

Maximizing Your HUD Housing Counseling Funding

Location: Ile de France II, Third Floor, JW Marriott New Orleans

A workshop for NeighborWorks® America HUD sub-grantees

This workshop has been developed as part of NeighborWorks® America's ongoing support to network organizations receiving HUD Housing Counseling funding. In this session we will discuss accurate completion of the HUD 9902, the performance review process, work plans, and more. Tips and strategies will be shared that will help make this funding year a successful one.

Presenter(s): TBA

Review of Grant Process for Special Appropriation

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Update on Fannie Mae's Loss Mitigation and Post Foreclosure Strategies

Location: Grand Ballroom E, Fifth Floor, Sheraton New Orleans

Please join Fannie Mae for an update on its new home retention and post foreclosure strategies to stabilize neighborhoods and minimize the impact of foreclosure on communities. You will learn about new approaches to reaching communities such as its Help Centers, Deed for Lease Program, and new tools to help families stay in their homes.

Presenter(s): Gary Neuman

Using Success Measures to Measure Community Change in the Gulf

Location: Balcony I, Fourth Floor, New Orleans Marriott

Community-based organizations across the country have been using the Success Measures participatory evaluation program to measure changes over time in their communities. Choosing from over 70 indicators ranging from physical conditions to resident satisfaction, these organizations have involved key stakeholders in measuring their agency results and telling their story. Come learn about Success Measures and participate in a discussion of how the indicators and tools that form the core of the Success Measures program could be applied by organizations in the Gulf to guide and document the positive changes taking place in local communities. Learn from organizations using Success Measures about how they have engaged volunteers, residents, recipients of services and organizational partners in harnessing these tools to support their work and position their agencies for greater visibility and impact. Then contribute ideas on ways organizations across the Gulf could apply these lessons to their own work.

Presenter(s): Nancy Kopf, Brooke Finn

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Free Workshops

Thursday, March 4 — 4:30 p.m. – 6:00 p.m.

Making It Right in New Orleans

Location: Salon D, Third Floor, New Orleans Marriott
The Make It Right Foundation, launched by actor Brad Pitt, is helping rebuild New Orleans' Lower 9th neighborhood devastated by Hurricane Katrina. The drive to make 150 green, storm resistant, smart design homes affordable to working families has led to a series of innovations by Make It Right contractors, engineers, landscape architects and architects that could turn the tragedy of Katrina into a turning point in the way houses are build in the future. Make It Right executive director Tom Darden, construction services director Jon Sader, and a Make It Right homeowner will discuss the innovations they are employing in the project, and the benefits of living in a Make It Right home.

Presenter(s): Tom Darden, Jon Sader

Hope LoanPort: A Tool for Maximizing Efficiencies and Providing Transparency

Location: Salon E, Third Floor, New Orleans Marriott
Hope LoanPort was developed to address communication barriers between counselors and servicers. This web-based application allows counselors to electronically submit complete modification packages to servicer partners, with confirmation of receipt, status tracking, and electronic messaging between parties. Hope LoanPort provides secure transmission that eliminates the reliance upon faxes, e-mail, and repeat telephone calls to servicers. The development of this tool has resulted in a standardized package for HAMP modifications, paving the way for consistent processes and shortened timelines for decisions.

Presenter(s): TBA

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