Housing Counseling Certification Training
Community Engagement
Financial Capability
Management and Leadership
& More

Symposium:
Strengthening Communities: Housing Affordability and Access

3 can learn for the price of 2! See page 26
Los Angeles here we come! The City of Angels, La-La Land, El Pueblo — Los Angeles goes by many names. But no matter what you call it, confidentially or otherwise, we are happy to be headed to Los Angeles for the NeighborWorks Training Institute (NTI) and we are excited to have you join us.

NeighborWorks America has been on a West Coast swing lately. Our last NTI was held in beautiful Portland, Oregon, nestled between the Pacific Ocean and Mount Hood, and known for its great food, laid-back vibe and friendly folks. People love Los Angeles for its “anything goes” attitude, in addition to the warm and sunny weather, and the beautiful mountains and beaches (not to mention the interesting downtown setting of our institute). And, of course, all of those movie and TV stars!

Traveling to different locales is part of what makes the NTI experience so valuable. While it’s a chance to gather with peers and share ideas, learn new skills and discuss critical issues, we also get to see community work in action, study new innovations and return home inspired. Los Angeles, given its size and diversity (of geography as well as population and ethnicity), presents a great opportunity to explore a lot in one city. Did you know that if the Los Angeles five-county area were a state, it would surpass all U.S. states in total population size, except for California, Texas, New York and Florida? The county of Los Angeles alone would be the seventh most populated state.

As more than one NeighborWorks network organization director noted in helping us prepare for this NTI, the beautiful weather can’t hide important issues such as gentrification, homelessness and the lack of affordable housing. NeighborWorks organizations in the L.A. area are hard at work finding creative and effective solutions to these issues. They have positioned themselves to respond to the many unique needs of the demographics in their equally varied neighborhoods. The groups work to promote small businesses, maintain and increase the supply of affordable housing, and provide important services while preserving the cultural identity of neighborhoods, all with an eye toward increasing sustainability. Events like this provide the education, connections and resources to help organizations on both coasts (and everywhere in between) with the tools to tackle these critical community-building goals.

One of the NTI programs in Los Angeles that I’m most excited about is our symposium, Strengthening Communities: Housing Affordability and Access, which will convene thought leaders from around the country to discuss ways to strengthen the housing supply and the tools we’ll need to address the sources of this pervasive and persistent issue. In the last 10 years, housing demand has significantly outstripped supply in many regions. The focus of ongoing national, regional and local conversations has been on how to increase the number of affordable homes, for rent and for sale. States like California have taken this issue on, addressing density, rent control and increased dedicated funding sources to provide more homes at an affordable price.

Like all NTIs, there will be a lot going on in Los Angeles, including many new and updated courses, and courses with site visits. But don’t forget, between all the classes, networking events, meet-ups, and working lunches, to get out and explore some of the amazing neighborhoods that are home to the many faces and flavors of Los Angeles. Or maybe it’s a hike in Griffith Park or a stroll through the Original Farmers Market that helps you feel most like an Angeleno. Either way, at this NTI, if you play your cards right, you can soak up knowledge as well as a little sunshine.

Marietta Rodriguez
President and
Chief Executive Officer

WELCOME TO LOS ANGELES
AGENDA

SUNDAY-MAY 17
3:00 p.m. – 6:00 p.m.  • Registration

MONDAY-MAY 18
6:45 a.m. – 8:15 a.m.  • Morning Snack (breakfast breads, coffee/tea and fruit)
7:00 a.m. – 5:00 p.m.  • Registration
8:30 a.m. – 4:00 p.m.  • Courses (See options in this brochure and online NeighborWorks.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-MAY 19
6:45 a.m. – 8:15 a.m.  • Morning Snack
7:00 a.m. – 5:00 p.m.  • Registration
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*

WEDNESDAY-MAY 20
6:45 a.m. – 8:15 a.m.  • Morning Snack
7:00 a.m. – 5:00 p.m.  • Registration
8:30 a.m. – 4:00 p.m.  • Courses
11:30 a.m. – 1:00 p.m.  • Lunch on Your Own

THURSDAY-MAY 21
6:45 a.m. – 8:15 a.m.  • Morning Snack
7:00 a.m. – 5:00 p.m.  • Registration
8:30 a.m. – 4:30 p.m.  • Courses
11:45 a.m. – 1:00 p.m.  • Lunch on Your Own

FRIDAY-MAY 22
6:45 a.m. – 8:15 a.m.  • Morning Snack
8:30 a.m. – 2:30 p.m.  • Courses
11:45 a.m. – 1:00 p.m.  • Lunch on Your Own
2:30 p.m.  • Training Institute Adjourns

*A list of workshops will be included in your on-site registration packet.

WHERE

Westin Bonaventure Hotel and Suites
call in block is available
404 South Figueroa Street
Los Angeles, CA 90071
(213) 624-1000

Sheraton Grand Downtown Los Angeles
call in block is available
711 South Hope Street
Los Angeles, CA 90017
(213) 488-3500

The L.A. Grand Hotel Downtown
call in block is not available
333 South Figueroa Street
Los Angeles, CA 90071
(213) 617-1133

Millennium Biltmore Los Angeles
call in block is not available
506 South Grand
Los Angeles, CA 90071
(213) 624-1011

Omni Los Angeles Hotel at California Plaza
call in block is not available
251 South Olive Street
Los Angeles, CA, 90012
(213) 617-3300

WHEN

Non-NeighborWorks Organization Registration Deadlines:
April 6*  • Register by this date and be included in a raffle to win a KINDLE
April 17  • Substitution Deadline
April 27  • Cancellation Deadline | Last Day to Register
May 17  • On-Site Registration

Network Organization Registration Deadlines:
March 23  • Registration Deadline
April 17  • Substitution Deadline | Lodging Changes
April 27  • Cancellation Deadline
April 27  • Pay Own Expenses Deadline (see page 28 for more details)

Visit NeighborWorks.org/scholarships for scholarship information
See NeighborWorks.org/training for full course descriptions.
A list of courses offered at this event are on pages 4–5.

*REGISTER BY THE DEADLINE AND YOU’LL BE INCLUDED IN A RAFFLE TO WIN A KINDLE.

REGISTRATION IS EASY!

1. Look over the course offerings grid on pages 4 and 5 of this brochure, and then visit neighborworks.org course catalog for full course descriptions and prerequisite information.

2. Decide on your first- and second-choice courses for each day of the week.

3. Click on NeighborWorks.org/onlinereg to set up your profile and register for your courses, or fax us a hard-copy registration form, which can be found on page 27 or 29 of this brochure.

4. Three can learn for the price of two – see page 26 for more details.

It’s that easy! Questions or concerns? We’re here to help. Call our Customer Response team at (800) 438-5547, or e-mail us at nti@nw.org
### COURSES OFFERED AT THIS EVENT

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>COURSE TITLE</th>
<th>TUITION</th>
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<tbody>
<tr>
<td>AH101</td>
<td>An Overview of Affordable Housing Development</td>
<td>$595</td>
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<tr>
<td>AH118</td>
<td>Using the National Housing Trust Fund</td>
<td>$595</td>
</tr>
<tr>
<td>AH121</td>
<td>Real Estate Finance Nuts and Bolts</td>
<td>$355</td>
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<tr>
<td>AH132</td>
<td>Pre-Development: The 10 Feasibility Questions You Need to Answer</td>
<td>$300</td>
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<tr>
<td>AH211</td>
<td>How to Maintain Compliance in LIHTC Projects</td>
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<tr>
<td>AH221</td>
<td>Rental Housing Development Finance</td>
<td>$655</td>
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<tr>
<td>AH224</td>
<td>Understanding Underwriting: Successful Loans for Nonprofit Developers</td>
<td>$595</td>
</tr>
<tr>
<td>AH235</td>
<td>Sustainable and Green Design in Affordable Housing [UPDATED!]</td>
<td>$595</td>
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<tr>
<td>AH256</td>
<td>Shared Equity Housing: Creative Models to Preserve Affordable Homeownership [UPDATED!]</td>
<td>$595</td>
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<tr>
<td>AH274</td>
<td>Preserving Affordable Housing Using HUD Programs and NOAHS</td>
<td>$595</td>
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<tr>
<td>AH280</td>
<td>Health and Housing: Connecting to the Health Care System for New Partnerships, New Opportunities</td>
<td>$655</td>
</tr>
</tbody>
</table>

### AFFORDABLE HOUSING

- AH101  An Overview of Affordable Housing Development $595
- AH118  Using the National Housing Trust Fund $595
- AH121  Real Estate Finance Nuts and Bolts $355
- AH132  Pre-Development: The 10 Feasibility Questions You Need to Answer $300
- AH211  How to Maintain Compliance in LIHTC Projects $300
- AH221  Rental Housing Development Finance $655
- AH224  Understanding Underwriting: Successful Loans for Nonprofit Developers $595
- AH235  Sustainable and Green Design in Affordable Housing [UPDATED!] $595
- AH256  Shared Equity Housing: Creative Models to Preserve Affordable Homeownership [UPDATED!] $595
- AH274  Preserving Affordable Housing Using HUD Programs and NOAHS $595
- AH280  Health and Housing: Connecting to the Health Care System for New Partnerships, New Opportunities $655

### ASSET MANAGEMENT

- AM121  Nuts and Bolts of Asset Management (CHAM) [UPDATED!] $895
- AM225  Affordable Housing Finance Workshop for Asset Managers $595
- AM230  Property Management for Scattered Site Rental Housing $595
- AM290  Asset Management Fundamentals (CHAM) $895
- AM291  Financial Fundamentals for Asset Managers (CHAM) $655
- AM321  Advanced Financial Tools for Asset Managers (CHAM) [UPDATED!] $895

### COMMUNITY AND NEIGHBORHOOD REVITALIZATION

- NR101  The Essential Tools of Successful Neighborhood Revitalization $595
- NR115sv  Developing High-Impact Neighborhood Revitalization Strategies $645
- NR133  Engaging and Preparing the Next Generation $310
- NR171sv  Community Development: Past, Present and Future $645
- NR190  Leveraging Arts and Culture for Affordable Housing and Equitable Community Development [NEW!] $645
- NR225  By the Numbers: Understanding Inequality and Opportunity $645
- NR240  Rethinking Reentry: The Role of Community $595
- NR253  The Good, the Bad and the Ugly: How Urban Design Can Make or Break Your Revitalization Strategy $300
- NR261sv  Strategies for More Livable Neighborhoods $645
- NR276  Creating a Fantastic Image for Your Neighborhood $300

### COMMUNITY ECONOMIC DEVELOPMENT

- ED101sv  Community Economic Development Principles, Practices and Strategies $710
- ED120  Commercial Real Estate Development $645
- ED144  Foundations of Microenterprise Development $645
- ED165  Achieving Economic Development with CDBG Funding $300
- ED230  Growing Microenterprise in Your Community $300
- ED246  Coaching Skills for Micro & Small Business Counselors $645

### COMMUNITY ENGAGEMENT

- CB100  Breaking with Isolation: The Power of Neighbors [UPDATED!] $595
- CB118  Methods to Explore Diversity and Build Unity [UPDATED!] $300
- CB121  Transforming Conflict Into Action [UPDATED!] $300
- CB122  Mobilizing Youth for Community Building $300
- CB199  Privilege, Power, Prejudice: Conversations on Social Justice [UPDATED!] $595
- CB212  Storytelling for Oral History, Community Building and Visioning [NEW!] $595
- CB243  Intergenerational Community Building $595
- CB270  Training Techniques: Designing and Facilitating Successful Training $595
- CB277  Building Leaders, Building Communities: A Curriculum Resource for All Communities $965
- CB320  Community Organizing: Values and Conflicts $595

### CONSTRUCTION AND REHAB

- CP124  Risk Management in Construction and Rehab $300
- CP145  Project Management for Construction & Rehab $710
- CP181  Housing Production Management $625
- CP231sv  Building Multifamily Housing Part I: Project-Managing the Development Process $625
- CP234  Building Multifamily Housing Part II: Project-Managing the Design Process $300
- CP237  Building Multifamily Housing Part III: Project-Managing the Construction Process $625

*SV This course includes a site visit to a local community which may include walking and the use of public or private transport. Please identify any special needs (in accordance with American with Disability Act (ADA) when you register for this course.*
# Financial Capability, Housing Education and Counseling (Presented by NCHEC)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Tuition</th>
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<tbody>
<tr>
<td>HO103</td>
<td>Lending Basics for Homeownership Counselors</td>
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<tr>
<td>HO105</td>
<td>Compliance with State and Federal Regulations</td>
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<tr>
<td>HO109</td>
<td>Foreclosure Basics for Homeownership Counselors</td>
<td>$655</td>
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<tr>
<td>HO110</td>
<td>Introduction to Housing Counseling</td>
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<td>HO111</td>
<td>Home Equity Conversion Mortgages</td>
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<tr>
<td>HO200</td>
<td>Ready, Set, Prep: Tackling the HUD Counselor Exam Step by Step <strong>UPDATED!</strong></td>
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<td>HO208</td>
<td>Building Skills for Financial Confidence</td>
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<td>HO209rq</td>
<td>Delivering Effective Financial Education for Today's Consumer</td>
<td>$975</td>
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<tr>
<td>HO210</td>
<td>Practice, Study, Success: Test Strategies for HUD’s Counselor Certification Exam</td>
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<tr>
<td>HO211</td>
<td>Credit Counseling for Maximum Results</td>
<td>$915</td>
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<tr>
<td>HO213</td>
<td>Fair Housing - What Professionals Need to Know</td>
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<tr>
<td>HO220</td>
<td>Client Management and Tracking with CounselorMax®</td>
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<td>HO229</td>
<td>Homebuyer Education Methods: Training the Trainer</td>
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<td>Métodos de Educación para Compradores de Casa: Entrenando a los Instructores</td>
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<td>HO247</td>
<td>Post-Purchase Education Methods</td>
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<td>HO248</td>
<td>Cracking the Code: HUD Compliance for Housing Counselors <strong>UPDATED!</strong></td>
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<td>HO250</td>
<td>Homeownership Counseling Certification: Principles, Practices and Techniques, Part I</td>
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<td>HO255</td>
<td>Effective Approaches to Student Loan Counseling <strong>UPDATED!</strong></td>
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<td>HO270</td>
<td>Senior Services for Housing Counselors</td>
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<td>HO274</td>
<td>Rental Housing Counseling Certification, Part 1 <strong>NEW!</strong></td>
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<td>HO275</td>
<td>Intermediate HECM Counseling: Skills and Tools</td>
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<td>HO290</td>
<td>Being Green, Seeing Green: Counseling Clients to Maximize Energy Savings</td>
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<td>HO307</td>
<td>Advanced Foreclosure: Case Study Practicum</td>
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<td>HO310</td>
<td>Financial Coaching: Helping Clients Reach Their Goals</td>
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<td>HO324</td>
<td>Advanced Reporting and Customization for CounselorMax®</td>
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<td>HO345rq</td>
<td>Foreclosure Intervention and Default Counseling Certification, Part I</td>
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<td>HO360</td>
<td>Homeownership Counseling Certification for Program Managers and Executive Directors</td>
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<td>HO370</td>
<td>Financial Coaching Advanced Practicum: Taking Your Practice to the Next Level</td>
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<td>HO375</td>
<td>Financial Capability Program Design for Managers</td>
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<td>HO380</td>
<td>Compliance Check-up for HUD Counseling Program Managers and Executive Directors</td>
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## Nonprofit Management and Leadership

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<tr>
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<tr>
<td>ML109</td>
<td>Developing Your Leadership Potential <strong>UPDATED!</strong></td>
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<tr>
<td>ML120</td>
<td>Strategic Thinking and Planning</td>
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<tr>
<td>ML125</td>
<td>Developing a Winning Business Plan</td>
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<tr>
<td>ML127</td>
<td>Design and Deliver Dynamic Presentations</td>
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<tr>
<td>ML145</td>
<td>ABCs of Managing Projects and Collaborators</td>
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<tr>
<td>ML160</td>
<td>Competitively Positioning Your Organization for the Future</td>
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<tr>
<td>ML170</td>
<td>Core Competencies for Resource Development <strong>UPDATED!</strong></td>
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<tr>
<td>ML172</td>
<td>Fundamentals of Sustainable Funding: Engaging Individual Donors <strong>UPDATED!</strong></td>
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<tr>
<td>ML207</td>
<td>A Blueprint To Designing And Implementing A Strategic Crisis Management Plan</td>
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<tr>
<td>ML210</td>
<td>Operational Strategies for Organizational Success</td>
<td>$270</td>
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<tr>
<td>ML220</td>
<td>The Art and Science of Group Facilitation</td>
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<tr>
<td>ML236</td>
<td>Using Tableau to Visualize Impact and Tell Your Story</td>
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<tr>
<td>ML249</td>
<td>Sorting thru the Chaos: Effectively Managing Projects</td>
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<tr>
<td>ML269</td>
<td>Social Media Intensive: Advanced Strategy and Planning <strong>UPDATED!</strong></td>
<td>$540</td>
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<tr>
<td>ML285</td>
<td>Coaching For Transformation</td>
<td>$785</td>
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<tr>
<td>ML312</td>
<td>Organizational Leadership Succession</td>
<td>$540</td>
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<tr>
<td>ML370</td>
<td>Beyond Grants: Advanced Roundtable for Experienced Fundraisers <strong>UPDATED!</strong></td>
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<tr>
<td>ML935</td>
<td>Symposium: Strengthening Communities: Housing Affordability and Access</td>
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## Single-Family and Small Business Lending

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<tr>
<td>LE115</td>
<td>Compliance Basics for Mortgage Lenders</td>
<td>$895</td>
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<tr>
<td>LE210</td>
<td>USDA Rural Development Sec502 Direct Loans: Affordable Rural Homeownership</td>
<td>$895</td>
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<tr>
<td>LE275</td>
<td>Financial Analysis and Business Planning for Sustainable Lending Operations</td>
<td>$735</td>
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<td>LE277</td>
<td>Sustainable Lending Operations Workshop: Financial Analysis and Business Planning for Your Loan Fund</td>
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<tr>
<td>LE376</td>
<td>Raising Debt and Equity from External Sources for Community Development Loan Funds</td>
<td>$595</td>
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</table>
Strengthening Communities: Housing Affordability and Access

IN THE LAST 10 YEARS, housing demand has significantly outstripped supply—in some regions and cities, quite considerably. Having a stable home has been proven to have a direct impact on future prospects, since home is interconnected with access to quality education, opportunity and health. So particularly for more vulnerable populations, scarcity of homes people can afford is making income inequality worse and racial wealth divides greater. The focus of ongoing national, regional and local conversations has been on how to increase the number of homes that working families can afford to rent or buy to meet this demand. States like California and cities like Minneapolis have taken on this issue, addressing density, rent control, and increased dedicated funding sources to provide more homes at an affordable price.

There are other challenges that continue to fuel the problems that create homelessness and a scarcity of affordable homes. Families are being displaced and tenants are being evicted at a rate that exceeds the number and availability of homes. Profit margins in short-term rentals are creating incentives for landlords to choose this business model over providing long-term homes for renters. Health and societal costs of the burgeoning number of people without homes is bringing corporations and the health sector to the table around the importance of housing as a public good. These issues of supply are not limited to high-cost urban areas, either—challenges with transportation, costs of labor and materials face rural communities, U.S. island jurisdictions, Native American reservations and trust lands.
Join NeighborWorks and colleagues and peers from around the country to unpack the myriad challenges related to housing supply: not only how to strengthen supply, but what other complementary tools we need to prevent displacement and address root causes and effects of this pervasive and persistent issue. You'll leave with a solid grounding in the following...

- State & Local Supply Resources
- Land Use Tools for Increased Supply
- State & Local Rent Control
- Tenant Protections
- Strategic Partnerships
- Innovations in Design and Construction
- Policy Initiatives and Civic Engagement to Increase Funding for Supply

...and participate in discussions that help you build your own toolkit to address the unique needs and challenges of your community.

Stay on top of the evolving agenda and list of speakers at NeighborWorks.org/SupplyChallenge.

**THIS FAST-PACED DAY IS DESIGNED ESPECIALLY FOR:**

- Community development organizations
- Neighborhood and resident leaders fighting displacement
- Health-sector professionals focused on social determinants of health
- Housing finance professionals
- Philanthropic leaders working on the intersection of housing and other social issues
- Equity advocates
- Government sector innovators and cross-sector collaborators
- Rural housing practitioners
- Corporate, labor and union leaders concerned with high housing costs

REGISTER TODAY AT NEIGHBORWORKS.ORG/ONLINEREG
AFFORDABLE HOUSING

AH118 Using the National Housing Trust Fund
This two-day course will walk participants through the requirements for how to use the Housing Trust Fund (HTF) in structuring financing for housing developments. While many housing developments will be multifamily rental, especially special needs housing, homeownership will also be considered. The course will cover the policy context for the Housing Trust Fund and HTF regulations. These regulations are based on HOME but have numerous differences. Also discussed, will be how HTF can be used with HOME, the Low Income Housing Tax Credit (LIHTC), Rental Assistance Demonstration (RAD), Public Housing (Choice Neighborhoods) and other programs. Participants will just need a basic understanding of housing development or underwriting; participants will not need to have taken the basic HOME course for this workshop. Both nonprofit developers and their lenders (state housing finance agencies and their local partners) can benefit from this course. This course is taught by a HOME and housing development expert.

AH235 Sustainable and Green Design in Affordable Housing
Whether you are building new homes, remodeling old ones, focusing on single unit buildings or multi-family apartments, this course will teach you the importance of recognizing the house and its occupants as a system - part of a bigger environmental context. Through a comprehensive overview of the creation, improvement, maintenance & repair processes, you can plan living spaces that perform much more efficiently while incorporating materials and systems that do minimal harm to the environment or to the persons living in them. After reviewing sample guidelines, including green building and active design, you will develop recommendations for design guidelines that make sense for your occupants, your housing stock, and your community.

AH274 Preserving Affordable Housing Using HUD Programs and NOAHS
Community-focused organizations and affordable housing owners often seek to acquire and preserve affordable housing in their neighborhoods. This existing housing could be HUD-financed and subsidized housing, or it might be a “NOAH”, which is “naturally occurring affordable housing”. This course will focus on key issues important to understand for preserving and improving HUD-financed/subsidized properties, as well as strategies for refinancing both HUD-funded and NOAhs. Find out the latest rules to maximize and lock-in Section 8 contracts, to navigate regulatory requirements, and best practices for refinancing these important properties.
ASSET MANAGEMENT

AM225 Affordable Housing Finance Workshop for Asset Managers
Financing Affordable Housing Workshop is an interactive case study using an interconnected Microsoft Excel spreadsheet to develop a financing plan for a prototype new construction affordable housing property.

By the end of the course, participants will be able to:

- Coordinate or participate in the development of a development financing plan, including development of a proforma and construction budget (sources/uses).
- Research and determine maximum rents and incomes from online HUD databases.
- Estimate post development operating budgets through comparable analysis and.
- Determine the debt capacity of a project through the projected post development operating budget.
- Solve for various intermediate/complex financial functions in Excel, including amortization tables, future value and present value analysis and payment calculations.
- Solve for tax credit payout yield.

AM230 Property Management for Scattered Site Rental Housing
Managing geographically scattered and small-scale rental properties poses unique and difficult challenges to the affordable housing owner. A portfolio of small properties requires the owner to possess or obtain special property management skills. Management will not have the advantages of on-site property management staff, or the economies of scale a multiple-unit building provides. This course is designed to help the participant identify ways of mobilizing and adapting a management operation to effectively monitor the operational performance of a scattered-site real estate portfolio. Through case study analysis and discussion of best practices, participants will learn to identify and examine the different property management options available to best meet their organization’s needs. Approaches to keep such housing stock healthy and energy efficient will be addressed. A special module will cover the specifics of managing REO properties.

AM291 Financial Fundamentals for Asset Managers (CHAM)
This two-day class is an introduction to real estate finance, exploring analytical concepts that are critical for the professional asset manager. The class will cover basic tools for analyzing properties’ financial health, for determining their market value, and for developing multi-year financial projections. This class includes a test, successful completion of which is required for the Asset Management Special (AMS) and CHAM® designations. The Nuts and Bolts of Asset Management, a three-day workshop on asset management fundamentals that is offered regularly at the NeighborWorks® Training Institute (NTI), is a prerequisite for AM291. AM291, in turn, is a prerequisite for Advanced Financial Tools, which is also a requirement for the CHAM® designation.

“ Instructor did an absolute awesome job—very informative and helpful, very energetic and engaging.”

For a complete list of course offerings for this institute, check out the course grid on pages 4 and 5. To read full course descriptions for each content area and to register online, visit NeighborWorks.org/onlinereg
COMMUNITY ENGAGEMENT

CB122 Mobilizing Youth for Community Building
Young people CAN lead! Yes, they can be a treasured resource for our on-going community development efforts working alongside adults. But they have their own concerns, aspirations, and priorities—often apart from, and sometimes even in contradiction to what adults consider important. This course focuses on teenagers but is not about “building the leaders of the future,” it is about enabling new leaders today.

To achieve their leadership potential young people need to experience success on their own. In this course we’ll learn how to step aside to create the space youth need to define their issues, plan and take action to build community; to provide support and guidance without smothering their collective initiative or hampering their development as individual leaders.

CB270 Training Techniques: Designing and Facilitating Successful Training
Are you ready to design community learning events that are effective and successful? Come learn about the fundamental steps of training design and facilitation that create a path to learning and audience participation. Learn about the basic theories behind a participatory learning approach. Implement the eight step planning model and walk away with a written plan on how to build or redesign one of your community learning events. Understand the various learning styles and practice methods such as small groups, role plays, learning exercises, icebreakers, and other participatory techniques. Examine successful learning environments and discuss other training and facilitation best practices. Learn about ways to evaluate the success of learning events at different stages so they are successful and sustainable.
COMMUNITY ECONOMIC DEVELOPMENT

ED144 Foundations of Microenterprise Development
What is a microenterprise and how do we support their development in our community? This course will explore the field of microenterprise development and give you the foundational skills and tools necessary to assist microenterprises that are in the planning to start-up phase of business. In addition to discussing the three basic elements of a good microenterprise development program - training, technical assistance, and micro-lending - you will have the opportunity to evaluate sample business plans and see what characteristics make for a strong and successful business plan and business. The course will also include a discussion of the components of capacity building, the essential resources necessary for a microenterprise program as well as development of program design tools, outcomes and program assessment tools. This is the entry class for the one week certification in microenterprise development.

ED230 Growing Microenterprise in Your Community
There are currently 25.5 million microbusinesses representing 92% of all businesses in the United States. For women, people of color and low-income populations, launching a microbusiness is particularly appealing since there are low barriers to entry and starting a business is another way to generate income and assets. One of the greatest challenges in the industry is figuring out why some microbusinesses grow and others do not. This course will focus on external client needs and look at the essential components of a microbusiness. This look will include the phases of growth for a microbusiness, organizational capacity, potential financial vulnerabilities of your microbusiness as well as provide potential owners a situational analysis and financial planning primer. This course is part of the microenterprise one week certification.

ED246 Coaching Skills for Micro & Small Business Counselors
Effective counseling and technical assistance programs are delivered by small business counselors who provide guidance, mentorship, advice and support to the owners of micro and small businesses. A skilled business counselor not only knows how to deal with the challenges of the business, but knows how to coach the business owner to success as well. This is where having a set of coaching skills to use during one-on-one sessions becomes important. Knowledge of coaching skills as it relates to micro and small businesses are useful because it helps counselors empower each of their clients to master their entrepreneurial journey which ultimately creates stronger and more impactful community based businesses.

Participants will learn formal and informal coaching tips, tools and techniques that will supplement the one-on-one services provided to micro and small business clients. Participants will also have the opportunity to practice the skill sets learned in class. The end result is an ability to quickly diagnose challenges and provide targeted solutions and resources for the entrepreneur and their business. This course is suitable for both beginning and advanced business counselors, business development practitioners and anyone who works directly and indirectly with micro and small businesses. Please note that while you will receive a certificate of completion, this course will not “certify” you as a coach.

For a complete list of course offerings for this institute, check out the course grid on pages 4 and 5. To read full course descriptions for each content area and to register online, visit NeighborWorks.org/onlinereg
COMMUNITY AND NEIGHBORHOOD REVITALIZATION

NR121 Measuring the Impacts of Your Revitalization Work
Maybe you know the neighborhood is looking better, more people are getting involved in community activities, and you have a sense that things are getting better, but how do you really know you are achieving the results you intend? Are you able to leverage your experience, to learn from your work to improve the design and implementation of your programs and strategies? This is a new, fully integrated evaluation and measurement course. You’ll learn about logic models, theories of change, participatory evaluation, and evaluation design and implementation—including assessment of your internal technical and financial capacity for evaluation. In a laboratory setting we will: define and learn to use appropriate indicators for particular goals and intervention strategies; understand and design data collection methods and tools such as surveys, focus groups, interviews, and direct observation; and learn to identify and use appropriate secondary data sources. Practical exercises will provide you with a comprehensive understanding of the dynamic relationship between data collection methodologies, and data integrity and reliability. We will also explore the different data analysis and interpretation needs of different audiences. The laboratory will also provide you with the opportunity to practice interpreting and presenting results to specific audiences with particular interests. This course, NR121, is offered jointly with CB200.

NR240 Rethinking Reentry: The Role of Community
At least 95 percent of people incarcerated in state prisons will be released back to their communities at some point. In 2015 alone, 641,100 people who had been sentenced to state and federal prisons reentered communities across the nation. Rethinking Reentry presents community development practitioners with practical approaches to implementing effective pre and post-release strategies. We’ll examine re-entry from the perspectives of returning citizens, their families, and various stakeholders throughout the justice system process. We’ll also examine the relationship between race, crime, and the criminal justice system with particular attention given to institutional barriers involving race, gender, and social class; and bias in the criminal justice system related to arrests, sentencing, and incarceration. This is a unique opportunity to share, learn, and reflect with peers about this critical social issue and community development challenge.
CONSTRUCTION AND REHAB

CP124 Risk Management in Construction and Rehab
This class covers the basics of universally used construction contract clauses for your housing construction contracts. The course covers requirements in bidding and contract clauses on:

- scope of work,
- schedule of work,
- unforeseen conditions,
- contract changes,
- monitoring/due diligence during construction,
- 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.

CP145 Project Management for Construction & Rehab
Can you identify the stages of project management and the tasks that are associated with each stage? Do you know the logical sequence of the tasks and their duration? Who should be a part of my project management team and what role does each member play? Are there project management tools that don’t cost an arm and a leg? Come discover the answers to these questions and the keys to successful project management. We will also explore the components of a quality project schedule and determine how the effective management of the schedule will help us deliver the project on time, on budget, and to the quality standards we expect. Through this course we will build your overall knowledge of what goes into successful project management and how you go back to your organization and immediately begin implementing your new skills.

CP181 Housing Production Management
This course prepares rehab specialists, project managers, executive directors and board members for success in production management. Learn the various models of production ranging from full architecture services to emergency repairs. Examine the three prime subsystems of all production management systems: risk control, financial control and time and team management. Evaluate various programs that can help build and maintain efficiency. Recommended as an introductory course for rehab specialists and project managers or a solid overview course for executive directors and board members.
NEIGHBORWORKS is the nation’s leading provider of community development and financial capability training, offering hundreds of in-person and online courses to meet the varied needs of professionals across industries and across the country.

- In-person at national NeighborWorks Training Institutes
- In your community at local or regional “place-based” training events
- Online with interactive webinars, self-guided courses or faculty-led courses

Discover more at NeighborWorks.org/Training.

**KNOWLEDGE**

Financial education and consumer protection information provide clients with the knowledge, tools and resources needed to make sound financial decisions and improve their financial lives.

**CONFIDENCE**

With effective counseling and coaching, clients are empowered to solve crises and emerge better equipped to manage debt and, in time, increase savings and handle life’s unexpected events.

**CHANGE**

Coaching services empower clients to visualize long-term financial goals and through the support of a coach create the concrete changes needed to achieve them.

VISIT NEIGHBORWORKS.ORG/FINANCIALCAPABILITY TO LEARN MORE.

Our financial capability training helps coaches, counselors, management and leadership-level professionals design and deliver trusted, high-quality services grounded in the National Industry Standards for Financial Capability.

EARN YOUR PROFESSIONAL CERTIFICATION IN FINANCIAL CAPABILITY

Earn your professional certification in financial capability. Our gold-standard certification equips counselors and coaches with the knowledge and skills to offer effective, engaging financial education, counseling and coaching that meets a range of consumer financial needs and provides impactful ways to deliver training.

Certification Benefits:

- Nationally recognized professional accreditation
- Access to proven approaches to building client financial skills, the latest consumer protection information and a full suite of consumer facing tools
- Offers peer to peer learning with faculty and practitioners who are leaders in the financial capability field
- Opens the door to continuing professional development opportunities

Learn more at NeighborWorks.org/NCHEC/Certification.

Agencies that employ NCHEC-certified Financial Capability professionals qualify to Adopt the new National Industry Standard for Financial Capability

NeighborWorks Financial Capability training will give you the information and skills needed to empower your clients to take charge of their financial health and chart a path towards achieving financial goals.
Our diverse curriculum provides financial counselors and coaches and other community-focused service providers with a wealth of information, skills and turnkey solutions.

Building Skills for Financial Confidence (H0208)
Are you wondering what skills are necessary for practitioners to effectively work with customers in reaching their financial goals? What behaviors and attitudes can make a person financially confident? Attend this 2-day course to gain the most useful and efficient tools to make a real difference in the lives of your clients. Develop and build your skills in key content areas that will help consumers put themselves in a better position to withstand economic stresses and achieve financial prosperity.

Delivering Effective Financial Education for Today’s Consumer (H0209rq)
This course addresses the fundamental components to successfully delivering a well-designed financial education program, starting with group education and the primary ways consumers behave with their money: visioning; maximizing income; spending; saving; borrowing and protecting. Participants explore growing industry trends surrounding comprehensive “financial capability” programs, lifestyle changes, counseling, coaching and measuring outcomes. Innovative strategies using a variety of delivery methods, including social media, will be explored, along with available resources.

Credit Counseling for Maximum Results (H0211)
Equipped with knowledge and the right tools, you can increase your ability to help clients (in individual or group sessions) build, improve, and maintain a good credit profile. Using sample credit files, you will sharpen your skills in reading and interpreting credit reports, identify and understand the factors that impact credit scores and learn the consumer rights and protection laws specific to credit counseling.

Effective Approaches to Student Loan Counseling (H0255)
We’ve developed a course to train counseling professionals on how to help their clients plan for and meet the financial responsibility of this type of debt and to provide guidance to clients facing default—or in default—on their student loans. Obtain the knowledge you need to effectively explain repayment options and their terms. This course is a great opportunity for your organization to engage a new target audience and provides the tools you need to integrate these services into your existing counseling program.

Financial Coaching: Helping Clients Reach Their Goals (H0310)
Learn how coaching differs from and complements counseling, financial education and other services aimed at building consumers’ financial security while you explore ways to incorporate coaching techniques into your financial capability program.

Financial Coaching Advanced Practicum: Taking Your Practice to the Next Level (H0370rq)
In this follow-up course to Financial Coaching: Helping Clients Reach Their Goals (H0310), you will have many opportunities to put into practice the approaches and techniques you’ve culminated over time. As you start to hone your understanding of the models used in financial coaching and deepen your understanding of how to effectively help clients with cash flow, savings, reducing debt, rebuilding credit and protecting their assets. We will also explore coaching strategies that allow you to be of help to clients with complex personal situations.

Financial Capability Program Design for Managers (H0375)
Program managers and executive directors, register now for our new course. Learn how to successfully execute financial capability program strategies for your unique target audience and lay the groundwork for everything from enrollment to measuring outcomes.
NCHEC MEETS THE NEEDS OF COUNSELING PROFESSIONALS TODAY

Now Is The Time For HUD Counselors To Take Action

The exam for HUD Counselor Certification is now available and with a looming 2020 deadline, we can make sure you are best prepared to succeed. NeighborWorks America, one of the industry’s most trusted and respected resources for professional training, offers comprehensive curriculum that thoroughly reviews the 6 core competencies for HUD Counselor Certification. Do you want to brush up on mortgage calculations? Need a refresher on the difference between a judicial and a non-judicial foreclosure? Sharpen your understanding in each of these areas and move closer to passing the exam and becoming a HUD Certified Counselor.

Ready, Set, Prep: Tackling the HUD Counselor Exam Step by Step (HO200)

Get ready! Elevate your knowledge in the six essential competency areas, including financial management, housing affordability, homeownership, avoiding foreclosure, tenancy and fair housing. Set yourself up for success in meeting HUD’s counselor certification requirements by starting your prep with this 3-day classroom course. We'll tackle the HUD study-guide step-by-step, and provide tools and relevant activities to help you master and memorize content before taking the HUD counselor certification exam.

Practice, Study, Success: Test Strategies For HUD’s Counselor Certification Exam (HO210)

Freaked out at the thought of taking the HUD Counselor Certification Exam? We hear you, and you are not alone! Conquer your exam anxieties, and prepare to rock the HUD Housing Counselor Certification Exam! Join us for this new 2-day course, designed by professionals who have passed the exam. Utilizing the HUD Study Guide, gain confidence and knowledge while learning what you need to know to pass this exam. Practice example test questions and learn test strategies with your peers as you prepare to cram for this exam. Learn time management techniques and a variety of methods to recall information for successful results. Note: this course focuses on testing strategies and practice. Our newly updated and expanded 3-day HO200: Ready, Set, Prep: Tackling the HUD Counselor Exam Step by Step course is recommended as a companion course to help you master the content of the 6 counseling topic areas.

HUD Housing Counselor Certification Webinar Series

Not able to attend in-person training right now? Join us for our HUD Certification series with six webinars dedicated entirely to one of the core competencies of the HUD exam.

These offerings are:

- Housing Affordability: Building Competency in Housing Counseling (H0002wt)
- Fair Housing: Building Competency in Housing Counseling [H0003wt]
- Financial Management: Building Competency in Housing Counseling [H0004wt]
- Tenancy: Building Competency in Housing Counseling [H0005wt]
- Avoiding Foreclosure: Building Competency in Housing Counseling [H0006wt]
- Homeownership: Building Competency in Housing Counseling [H0007wt]

To learn about HUD certification or NCHEC certification visit, www.neighborworks.org/nchec
ADVANCE YOUR CAREER WITH NCHEC CERTIFICATIONS

Hone your skills in the most timely and relevant specialty areas within the industry. With NeighborWorks Center for Homeownership Education and Counseling (NCHEC) certifications, you have a competitive advantage that demonstrates your commitment and know-how in your field.

Pre-Purchase Homeownership Education: Empowers you to effectively teach clients how to purchase a home, budget and sustain after purchase

Post-Purchase Homeownership Education: Helps you teach new homeowners the essentials of maintaining their homes and finances

Homeownership Counseling: Focuses on individual counseling to address personal finances, homeownership, and foreclosure

Foreclosure Intervention and Default Counseling: Delivers key information about the default and foreclosure process in addition to methods for building program capacity

Homeownership Counseling for Program Managers and Executive Directors: Provides approaches to diversifying funding sources, management of counseling staff; and other programmatic essentials

Financial Capability: Provides the skillset needed to grow client capacity to take charge of their financial health

NEW! Rental Housing Counseling: Helps design or improve rental counseling programs including the leasing process, Fair Housing protections, how to avoid eviction, and tips on being a first time landlord.

The National Industry Standards For Homeownership Education and Counseling are a set of guidelines for quality homeownership and counseling services. Industry professionals who adopt these Standards can be trusted to provide consistent, high quality advice.

The Standards represent a baseline of quality for homeownership and foreclosure intervention education and counseling. Organizations adopt the Standards to demonstrate their commitment to the needs of their clients and communities while promoting sustainability for their organizations.

Housing counseling agencies wishing to adopt the Standards can do so if they employ counselors who hold any of the following professional certifications from the NeighborWorks Center for Homeownership Education & Counseling (NCHEC):

- Pre-Purchase Homeownership Education (required course: HO229)
- Post-Purchase Homeownership Education (required course: HO247)
- Homeownership Counseling (required courses: HO250 and HO109 or HO109el)
- Foreclosure Intervention & Default Counseling (required courses: HO345 and HO307 or HO307vc)
- Financial Capability (required courses: HO209, HO310, and HO208 or HO208el)
- Rental Housing Counseling (required courses: HO274 and HO208 or HO208el)

Launched in May 2007, today over 1,000 housing counseling agencies from all fifty states, DC, and Puerto Rico are Adopters of the Standards.

Announcing NCHEC’s new specialized certification in RENTAL HOUSING COUNSELING!

Complete the courses HO208 and HO274 to obtain this certification. Agencies with NCHEC-certified Rental Counselors will also qualify for Adoption of the new National Industry Standards for Rental Housing Counseling. Sign-up today!

To learn more about the Standards and how to adopt them, visit www.homeownershipstandards.org
OFFER YOUR CUSTOMERS THE BEST SUPPORT IN THEIR HOMEBUYING JOURNEY

Realizing the American Dream is the premier homebuyer tool. With information on mortgage disclosures, consumer protection, tools and other housing industry changes, this manual is the ultimate resource that answers questions and delivers results for homebuyer education programs.

Realizing the American Dream 5th Edition

The fifth edition offers page-by-page impact—providing easy-to-use worksheets and key information for new and prospective homebuyers to consider throughout the homebuying process. There’s no better way to prepare your customers for their journey into homeownership than with updated, detailed and reliable insight on:

- Understanding credit
- Shopping for a home
- Securing a loan
- Managing finances
- Building towards financial goals

Realizing the American Dream is available in English and Spanish.

YOU MAY ALSO BE INTERESTED IN:

Realizing the American Dream, Trainer’s Toolbox, 5th Edition*

This PDF teaching companion to the consumer manual, helps you walk prospective homeowners through the entire home-buying process—from managing money and understanding credit to securing a mortgage loan and shopping for a home.

*THIS IS A DOWNLOADABLE DIGITAL PRODUCT CONTAINING A PDF AND CUSTOMIZABLE POWERPOINT PRESENTATION

Keeping the American Dream

An essential guide for homeowners, Keeping the American Dream provides easy-to-understand instruction and valuable advice to equip homeowners with the skills they need to remain secure in their new home purchase. This guide includes key information on community building, remaining on the path to creating equity and wealth as well as maintaining and improving a home. Presented in a user-friendly format, the guide features tips, checklists and interactive exercises.

Keeping the American Dream is available in four languages: English, Spanish, Chinese and Vietnamese.

To purchase one of these publications visit https://www.neighborworksstore.org today!
We have homeownership counselors covered. Online.
www.CounselorMax.com

Harness the Power of Accurate, Efficient Client Management and Reporting in Our CounselorMax Courses

Organizations and professionals who have completed CounselorMax training know how to: • Meet Form HUD-9902 reporting requirements with CounselorMax • Create and analyze Management Reports to optimize their services • Successfully manage their pipelines • Demonstrate their organization’s impact to prospective funders

Client Management and Tracking with CounselorMax (HO220)
New CounselorMax users, learn to create and manage client files, data entry requirements and automated case management activities. This course will give you the skills to efficiently show the positive impact of your counseling program, monitor business activities, plan according to your pipeline, and complete HUD 9902 reporting.

Advanced Reporting and Customization for CounselorMax (HO324)
This computer lab course teaches experienced CounselorMax users how to customize data points, create customized reports and illustrate your organization’s impactful results. At course end, you will be a master at working with the HUD 9902 data fields; in-depth NFMC reporting; the NeighborWorks America Quarterly Report; and Management Reports. Prerequisite: HO220, preferably at a prior training event.

Success Measures®

Measure the Outcomes of Your Financial Capability Programs!

The Success Measures® suite of evaluation services and tools are essential in tracking the strides clients make towards improving their financial health. With more than 100 financial capability measurement tools to choose from, your organization can evaluate a range of initiatives and capture the changes in people’s lives that make a difference, including attitudes and behaviors. With tools carefully developed for both adults and youth, you can gather information about important topics such as managing debt, paying bills, predicting expenses and the more informal social networks and exchanges that exist in the community.

The Success Measures Financial Capability Tools are available for download at no cost: www.Successmeasures.org/fctools

Categories of Financial Capability Tools:
• Individual/Family/ Household Background
• Individual/Family/ Household Financial Status
• Financial Behavior
• Financial Attitudes
• Non-Financial Aspects of Well-Being and Security
• Social Networks

Learn about how all Success Measures tools, technology and services can greatly enhance your evaluation strategies, data collection and analysis, and help you to communicate your results. Successmeasures.org
NONPROFIT MANAGEMENT AND LEADERSHIP

ML127 Design and Deliver Dynamic Presentations
This course is intended to teach participants to design, develop and deliver presentations that are truly informative and engaging. The course will contain interactive and experiential activities that provide a step-by-step process that participants can apply to any presentation situation. Participants will create, deliver, and receive feedback on their presentations, and will watch clips of “best practices” from sources like TED Talks, YouTube and others. Participant presentations will be recorded and placed on flash drives for their review back home.

ML236 Using Tableau to Visualize Impact and Tell Your Story ADVANCED
NOTE: This course is intended for data practitioners or analysts with a basic understanding of analytical methods and how to manipulate data (e.g. creating pivot tables or interpreting scatterplots). With funders regularly expecting quantifiable outcomes from their partners, your nonprofit’s ability to communicate its impact through high-quality data visualizations is an increasingly critical skill. This intermediate level, hands-on computer lab course will teach participants the basics of the Tableau software, and how to turn large data sets into informative visualizations that can be used with your staff, board and funders. We’ll analyze sample programmatic data and learn how to put those findings into context by integrating them with external market data. Participants will have an opportunity to analyze their own data in Tableau and leave with technical skills in the software, a list of online data resources including how to apply for free Tableau licenses, and a better understanding of how to bring data into decision-making conversations.

ML285 Coaching For Transformation
Coaching is a partnership that capitalizes on an individual's existing strengths and increases their understanding of personal impact in order to maximize their human potential. The coaching relationship fosters the development of new skills and awareness that will make individuals more effective in work and in life. Coaching can be formal and highly structured or an informal dialogue, and the skills can be used in diverse settings, including resident services, leadership and management. In this course we will learn about and practice the core principles of transformative coaching to help people move forward in a variety of situations.
SINGLE-FAMILY AND SMALL BUSINESS LENDING

LE275 Financial Analysis and Business Planning for Sustainable Lending Operations
As a nonprofit loan fund manager, how do you maximize your impact while keeping the lights on? Changes in loan asset design make huge differences in cash position, net surplus, and sustainability. Trade-offs between mission and financial sustainability should be made explicit. In this hands-on course, participants will study the drivers of financial return and the key financing and deployment decisions facing all nonprofit loan fund managers. You’ll gain experience in reading a loan fund’s financial statements, and learn how to improve the clarity of financial reporting. Returning home, you’ll know how to evaluate performance and sustainability using a range of financial metrics and ratios, and you’ll be able to project future financial performance using an Excel-based financial model. Ultimately, your new skills and knowledge will allow you to better manage staff and financial resources in order to maximize impact while building a sustainable organization. (Some prior experience with Excel, and the ability to read a balance sheet and income statement are required.)

LE277 Sustainable Lending Operations Workshop: Financial Analysis and Business Planning for Your Loan Fund
Building on LE275, participants will have the opportunity to work on analyzing and modeling their own lending operations. For most of the class time, participants will be working on their own analysis and models, with guidance from the instructor. Please bring financial information for your organization -- including your most recent audit and internal financial statements, current budget, and loan portfolio information -- to use when working on the model. (Some prior experience with Excel, and at least a basic ability to read a balance sheet and income statement, are required. This class is open to graduates of LE275, LE375, ML375, and others with permission of the instructor.)

LE376 Raising Debt and Equity from External Sources for Community Development Loan Funds
This advanced course focuses on how CDFIs and community development loan funds raise capital. Participants will learn about different funding sources and mechanisms and what they should expect in pricing, terms and conditions. Course materials include definitions, tools, structures, and “how-to” methodologies for the range of potential funding activities in the conventional and capital markets. By the end of the course, participants will be able to identify and effectively pursue appropriate sources of capital for their CDFI or community development loan fund.

PHOTO COURTESY OF LOS ANGELES TOURISM & CONVENTION BOARD
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 31.

AEDN
Affordable Housing Education and Development, Inc.
Affordable Homes of South Texas, Inc.
Affordable Housing Alliance, Inc.
Affordable Housing Resources, Inc.
AHC Inc.
Alamo Community Group
Arbor Housing and Development
Asian Americans for Equality
Atlanta Neighborhood Development Partnership, Inc.
Avenue Community Development Corporation
Avesta Housing Development Corporation
A Community of Friends
BCL of Texas
Beyond Housing / Neighborhood Housing Services of St. Louis Better Family Life, Inc.
Better Housing Coalition of Richmond, VA
Caballero Economic Development Corp.
Cambridge Neighborhood Apartment & Housing Services, Inc.
CASE of Oregon
CATCH Neighborhood Housing
Centro Campesino Farmworker Center, Inc.
Champlain Housing Trust
Charlotte-Mecklenburg Housing Partnership, Inc.
Chattanooga Neighborhood Enterprise, Inc.
Chautauqua Home Rehabilitation and Improvement Corp.
CHWC, Inc.
Chicano Por La Causa, Inc.
Chinatown Community Development Center
Clearwater Neighborhood Housing Services, Inc.
Coacella Valley Housing Coalition
Coalition for a Better Acre
Coastal Enterprises, Inc. (CEI)
Codman Square Neighborhood Development Corp.
Comite de Bien Estar, Inc.
CommonBond Communities
Community Action Partnership of North Alabama, Inc.
Community Action Project of Tulsa County
Community Concepts, Inc.
Community Development Corporation of Brownsville, Inc.
Community Development Corporation of Long Island, Inc.
Community Frameworks
Community Housing Development Corp. of North Richmond
Community Housing Improvement Program
Community Housing Initiatives
Community Housing Partners Corporation
Community HousingWorks
Community Resources and Housing Development Corp.
Community Service Programs of West Alabama, Inc.
Community Ventures Corporation
CommunityWorks West Virginia, Inc.
CommunityWorks North Dakota
Connecticut Housing Partners
Corporation to Develop Communities of Tampa
Crawford-Sebastian Community Development Council, Inc.
Dayton’s Buff Neighborhood Housing Services, Inc.
DHC, Inc.
Downstreet Housing and Community Development
Durham Community Land Trustees
Dwelling Place of Grand Rapids Nonprofit Housing Corporation
East Akron Neighborhood Development Corporation Inc.
East Bay Asian Local Development Corporation (EBALDC)
Eastern Eight Community Development Corporation
Eden Housing, Inc.
Fairbanks Neighborhood Housing Services, Inc.
FAHE, Inc.
Families Foundation
Fifth Avenue Committee Inc.
Fifth Ward Community Redevelopment Corp
Foundation Communities
Frontier Housing, Inc.
GROW South Dakota
Habitat for Humanity of Michigan
Hawaii Homeownership Center
Hispanic Housing Development Corporation
Home Ownership Center of Greater Cincinnati
Home HeadQuarters, Inc.
HomeOwnership Center, Inc.
Homeport
HomeSight
HomeSource East Tennessee
Hope Enterprise Corp.
Homewise, Inc.
Housing Development Corporation MidAtlantic
Housing Development Fund, Inc.
Housing and Neighborhood Development Services, Inc.
Housing Assistance Program of Essex County, Inc.
Housing Partnership for Morris County
Housing Partnership, Inc.
Housing Resources of Western Colorado
Housing Resources, Inc.
Hudson River Housing, Inc.
Impact Seven, Inc.
Interfaith Community Housing of Delaware, Inc.
Ithaca Neighborhood Housing Services, Inc.
Kalamazoo Neighborhood Housing Services, Inc.
Kennebunk Valley Community Action Program Housing Services
La Casa, Inc.
La Casa de Don Pedro, Inc.
Lakes Region Community Developers
Lawrence CommunityWorks, Inc.
Lighthouse of Oakland County
Little Daise Community Action Agency
Low Income Housing Institute
LTSC Community Development Corporation
Madison Park Development Corporation
Manna, Inc.
Mennentine Housing Rehabilitation Services, Inc.
Metro Community Development, Inc.
Mid Central Community Action
Mid City Redevelopment Alliance, Inc.
Midwest Minnesota Community Development Corporation
Montgomery Housing Partnership, Inc.
Mountain Housing Opportunities, Inc.
Mutual Housing Association of Greater Hartford, Inc.
Mutual Housing Association of Hawaii, Inc.
Mutual Housing California
National Council of Agricultural Life and Labor Research Fund, Inc.
Native Partnership for Housing, Inc.
Neighbor to Neighbor, Inc.
Neighborhood Development Services
Neighborhood Finance Corporation
Neighborhood Housing & Development Corporation
Neighborhood Housing Partnership of Greater Springfield, Inc.
Neighborhood Housing Services of Baltimore, Inc.
Neighborhood Housing Services of Birmingham, Inc.
Neighborhood Housing Services of Chicago, Inc.
Neighborhood Housing Services of Greater Berks, Inc.
Neighborhood Housing Services of Greater Cleveland, Inc.
Neighborhood Housing Services of Hamilton, Inc.
Neighborhood Housing Services of Kansas City, Inc.
Neighborhood Housing Services of Los Angeles County
Neighborhood Housing Services of New Britain, Inc.
Neighborhood Housing Services of New Haven, Inc.
Neighborhood Housing Services of New Orleans, Inc.
Neighborhood Housing Services of New York City, Inc.
Neighborhood Housing Services of Oklahoma City, Inc.
Neighborhood Housing Services of Phoenix, Inc.
Neighborhood Housing Services of South Florida, Inc.
Neighborhood Housing Services of Southern Nevada, Inc.
Neighborhood Housing Services of Southwest Wisconsin, Inc.
Neighborhood Housing Services of the Inland Empire, Inc.
Neighborhood Housing Services of the Lehigh Valley, Inc.
Neighborhood Housing Services of Waterbury, Inc.
Neighborhood of Affordable Housing, Inc.
Neighborhood Partnership Housing Services
Neighborhood Impact
NeighborWorks Alaska
NeighborWorks Badgerland
NeighborWorks Boise
NeighborWorks Blackhawk Region
NeighborWorks Blackstone River Valley
NeighborWorks Columbus (GA)
NeighborWorks Community Partners
NeighborWorks Dakota Home Resources
NeighborWorks of Grays Harbor County
NeighborWorks Great Falls
NeighborWorks Green Bay
NeighborWorks Housing Partners
NeighborWorks Home Solutions
NeighborWorks HomeOwnership Center Sacramento Region
NeighborWorks Laredo
NeighborWorks Lincoln
NeighborWorks Montana
NeighborWorks Mountain Country Home Solutions
NeighborWorks New Horizons
NeighborWorks Northeast Nebraska
NeighborWorks Northeastern Pennsylvania
NeighborWorks Orange County
NeighborWorks Pocatello
NeighborWorks of Western Vermont
NeighborWorks Salt Lake
NeighborWorks Southern Colorado
NeighborWorks Southern Mass
NeighborWorks Southern New Hampshire
NeighborWorks Toledo Region
NeighborWorks Umpqua
NeighborWorks Waco
NeighborWorks Western Pennsylvania
Nebraska H.A.D.C., Inc.
New Directions Housing Corporation
New Jersey Community Capital
New Kensington Community Development Corporation
NW HomeStart, Inc.
North East Community Action Corporation
Northwest Michigan Community Action Agency, Inc.
Nueces County Community Action Agency
Nuestra Comunidad Development Corp.
ONE Neighborhood Builders
One Roof Community Housing
Opportunities for Chenango, Inc.
Origin SC
Orlando Neighborhood Improvement Corp.
Pathfinder Services, Inc.
PATHSTONE
Pensacola Habitat for Humanity
Peoples’ Self-Help Housing Corporation
Penguins Community Action Program, Inc.
Ponce Neighborhood Housing Services, Inc.
Portland Housing Center
Provence Community Housing
Puerto Rico Neighborhood Housing Services Corp
REACH Community Development, Inc.
Rocky Mountain Communities
RUPCO, Inc.
Rural Communities Housing Development Corporation
RuralEdge
Rural Enterprises of Oklahoma, Inc. (REIOK)
Rural Neighborhoods, Inc.
Salisbury Neighborhood Housing Services, Inc.
Self-Help Enterprises
South Bend Heritage Foundation
Southern Mutual Help Association
Southwest Minnesota Housing Partnership
Southwest Solutions
St. Ambrose Housing Aid Center
St. Joseph’s Carpenter Society
St. Mary Development Corporation
Tallahassee Lenders’ Consortium
Tampa Bay Community Development Corporation
Tejano Center for Community Concerns
Tenderloin Neighborhood Development Corp (TNDCC)
The Housing Partnership, Inc.
The Neighborhood Developers, Inc.
The Neighbor Project
The Primavera Foundation, Inc
The Unity Council
Thistle Communities
Tierra del Sol Housing Corporation
TRELLIS
Tri-County Housing & Community Development Corporation
Troy Rehabilitation & Improvement Program, Inc.
Twin Cities Community Development Corp.
UNHS NeighborWorks HomeOwnership Center
United Housing, Inc.
Universal Housing Development Corporation
Urban Edge Housing Corporation
Way Finders, Inc.
Wealth Watchers, Inc.
West Elmwood Housing Development Corp.
Westside Housing Organization, Inc.
Willamette Neighborhood Housing Services
Windham & Windsor Housing Trust
Wyoming Housing Network
An investment in your future that will pay off for you, as well as those you serve

PROFESSIONAL CERTIFICATES PROGRAM

NeighborWorks offers professional certificates in eight content areas that equip you with critical knowledge and skills, and make you a better candidate for career advancement. The certificates are rigorous, while still allowing you to tailor your learning to meet your unique professional needs and interests. Certificates are awarded to candidates who successfully complete the required and elective coursework, practical exercises, tests for each course (if applicable) and a final exam or comprehensive practical assignment. Depending on the content area, you can earn your professional certificate in as few as three training institutes.

Enroll in the Professional Certificate Program by visiting our website NeighborWorks.org/careerenhancement; and complete and submit the enrollment form.

Affordable Housing
• Funding and Finance
• Project Management
Asset Management (CHAM™)
Community Economic Development
• Economic Development Foundations
• MicroEnterprise Development
Community Engagement
• Resident Leadership Trainer
Construction and Rehab
• Construction Basics
• Housing Inspections
• Construction Management
Nonprofit Management and Leadership
• Organizational Leadership
• Organizational Management

ONE-WEEK SKILL CERTIFICATIONS
The fastest path to a deeper skill set.

With limited time and budget, you need an efficient way to build your professional skill set. These one-week certifications are an ideal way to build competency in a specific subject matter area, and earn a certificate that will enhance your credentials. Best of all, these one-week certifications can typically be applied toward our more comprehensive professional certificate program, which significantly improves your professional standing.

Affordable Housing
• Fundamentals of Affordable Housing Development
• Federal Financing for Affordable Housing Development
Community Economic Development
• Economic Development Foundations
• MicroEnterprise Development
Community Engagement
• Resident Leadership Trainer
Construction and Rehab
• Construction Basics
• Housing Inspections
• Construction Management
Nonprofit Management and Leadership
• Coaching
• Financial Management
• Marketing and Branding
• Resource Development

FOR INFORMATION AND CERTIFICATION ENROLLMENT, VISIT OUR WEBSITE NEIGHBORWORKS.ORG/CAREERENHANCEMENT

TO LEARN ABOUT NCHEC CERTIFICATION REQUIREMENTS, VISIT NEIGHBORWORKS.ORG/NCHEC/CERTIFICATION
Minimum cost, maximum customization

Want to build a customized training event that conveniently and cost-effectively delivers NeighborWorks courses in your own community, for your own staff and partners? Explore the flexible, reasonably priced possibilities of our “place-based” regional/local training. We’ll work with you to develop a made-to-order training experience that delivers the same high-quality knowledge- and skill-building you enjoy at our national institutes. You’ll minimize your travel costs, maximize your training budget, and learn exactly what you need to learn together with your community partners.

Arranging your place-based event is easy. You can create a program by selecting one or more courses from our comprehensive catalog (NeighborWorks.org/coursecatalog). Fees are based on the specific courses and number of training days—significantly lower than comparable training market rates, and the cost of sending multiple learners to a Training Institute with often steep travel expenses. We can scale services up or back according to your unique needs: from simply sending a trainer and materials for a single course, to building a tailor-made event with multiple courses.

Gaining the knowledge, skills and tools you need for increased impact has never been so personalized—or stress-free!

FOR MORE INFORMATION GO TO NEIGHBORWORKS.ORG/PLACEBASEDTRAINING
ONLINE TRAINING WITH NEIGHBORWORKS

A convenient, cost-effective way to build your skills, enhance your impact and grow your career

NeighborWorks America’s online training offerings let you stay close to your work while gaining the same valuable skills and knowledge offered at our highly rated in-person training events. You can arrange your professional development around your busy schedule, and best of all, save your valuable travel dollars and time away from the office. Our courses help you cultivate skills and knowledge you can put into action right away, so you can start doing even better work for the communities you serve, sooner!

Offered in three formats, Online Training addresses the latest challenges and opportunities in a wide array of community development, affordable housing, and nonprofit management topics, always growing and evolving to meet your needs. We offer training for professionals at all levels—from entry level to expert—so you can be sure you’re getting a high-quality learning experience that keeps you at the forefront of your work.

INTERACTIVE WEBINARS

Our 90-minute interactive webinars are the most time-efficient and cost-effective training option for professionals looking to stay up-to-date on the latest best practices and pick up specific skills from our expert faculty.

SELF-GUIDED COURSES

Composed of individual pieces of content you can move through at your own pace, self-guided courses enable you to gain relevant skills and dig deeper into the specific content that makes the most sense for you—reinforced with downloadable tools and resources.

FACULTY-LED COURSES

Designed to present complex material that is best learned with the guidance of an expert and the support of your peers, faculty-led courses provide a comprehensive professional development experience comprising weekly live sessions and self-paced assignments, supported by online learning tools and collaboration. You’ll take a deep dive into critical topics, receive instruction and feedback specific to your challenges, and work with peers—all without leaving your home or office.

TO FIND OUT MORE AND REGISTER, VISIT NEIGHBORWORKS.ORG/ONLINETRAINING.
REGISTRATION AND ACCOMMODATION INFORMATION FOR NON-NEIGHBORWORKS ORGANIZATIONS, LOS ANGELES, CA

PRE-EVENT REGISTRATION
Submit the registration form by the early raffle deadline of April 6 or by no later than April 27. 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 numbers and letters, also, list the tuition for each first choice course only. Complete the registration form and mail or fax it 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. Access the online registration tool at NeighborWorks.org/online. 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 May 17, 2020 at 3 p.m. Check daily hours of operation onsite. All participants must stop by the 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. Tuition fee include courses, materials and site visits (where applicable), afternoon workshops, networking opportunities, light 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 April 27, 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 April 27 to receive a full tuition refund. If cancellation notice is received after April 27 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 April 17 and requests are subject to course availability.

SCHOLARSHIPS
Limited scholarship assistance may be available to nonprofit organization staff, board members and volunteers. For more information, visit NeighborWorks.org/scholarships. If you are awarded a scholarship and do not cancel or are a no-show to the event, your scholarship eligibility may be revoked for 12 months.

ACCOMMODATIONS
If your lodging is not covered by NeighborWorks America, you will be able to make your own lodging reservation at the following hotels below. Instructions will be provided in your Event Confirmation Packet once your registration is confirmed.

WESTIN BONAVENTURE HOTEL AND SUITES
404 South Figueroa Street
Los Angeles, CA 90071
Hotel Room Rate: $195 single room occupancy

SHERATON GRAND DOWNTOWN LOS ANGELES
711 South Hope Street
Los Angeles, CA 90017
Hotel Room Rate: $269 single room occupancy

Quoted hotel rates are subject to change without notice.

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, county and lodging tax. Reservations must be made by April 27, 2020. Please review your Travel and Logistics Guide (TLG) and your Event Confirmation Letter for specific details regarding your registration and course information. There are many fraudulent companies who may contact institute participants and represent themselves as a “housing bureau” or something of the like, and may ask for credit card numbers. These companies are NOT authorized by us!

Three can learn for the price of two! Pay full price for a week of training for two people in your organization — minimum $1,150 per person — and you can bring a third learner from your organization for free. There are no course restrictions but all three learners must be from the same organization.

1. Register learners online at NeighborWorks.org/online, and then call us at (800) 438-5547 to have the fee waived for your free learner.

2. Fill out the registration form in this brochure, or available online at www.neighborworks.org/training, and fax all three together to us at (800) 834-3758. Be sure to include credit card information for the two paid learners, and write “FREE OFFER” in the payment section of your third learner.

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 and conclude on time, except for Friday, when courses end at 2:30 p.m. Certificates of completion are awarded only to participants who attend and complete 100% of the course.

PHOTO, AUDIO AND VIDEO RECORDING RELEASES
By entering the event premises, you consent to interview(s), photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for news, webcasts, promotional purposes, telecasts, advertising, inclusion on websites, or any other purpose by NeighborWorks America and its affiliates and representatives. You waive all rights you may have to any claims for payment or royalties in connection with any exhibition, streaming, web casting, televising, or other publication of these materials, regardless of the purpose or sponsoring of such exhibiting, broadcasting, web casting, or other publication irrespective of whether a fee for admission or sponsorship is charged. You also waive any right to inspect or approve any photo, video, or audio recording taken by NeighborWorks America or the person or entity designated to do so by NeighborWorks America. You release NeighborWorks America, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication of interviews, photographs, computer images, video and/or sound recordings.

REGISTER BY APRIL 6 AND YOU’LL BE INCLUDED IN A RAFFLE TO WIN A KINDLE*

*may not be exchanged for tuition credit or monetary value.

CUSTOMER SERVICE
Call: (800) 438-5547
Fax: (800) 834-3758
Email: nti@nw.org
Online Registration available — NeighborWorks.org/online
NON-NEIGHBORWORKS ORGANIZATIONS PARTICIPANTS REGISTRATION FORM

LOS ANGELES, CA

Register for this Training Institute online at NeighborWorks.org/onlinereg 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 ____________________________________________

(Optional) (TSA Secure Flight, provide your legal name, exactly as it appears on your government-issued photo identification document)

Job Title __________________________________________________________________________________________________________________________

Organization _________________________________________________________________________________________________________________________

Address __________________________________________________________________________________________________________________________

City_____________________________________________________________________________________________State____________Zip_________________________

Phone (work) ______________________________________________________ Phone (mobile) _______________________________________________________

Email address _____________________________________________________ Fax ________________________________________________________________

☐ 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.

First Choice (Course # | Course$) Monday and Tuesday Wednesday Thursday and Friday First Choice Tuition Total =$ __________

Second Choice (Course # only) # $ # $ # $ #

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

Total Balance Due =$ __________

PAYMENT INFORMATION

☐ Check enclosed (payable to NeighborWorks America). Check number_______________________________

☐ Purchase order must be attached. Purchase order number___________________________________________

(Purchase orders will be accepted until April 27, 2020.)

☐ Visa ☐ MasterCard ☐ American Express Card # ________________________ Exp. date ____ / ____

Name as it appears on card ________________________________________________________________

Authorized signature ________________________________________________________________

Fax registration with credit card information to: (800) 834-3758

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.)

EARLY PRE-REGISTRATION RAFFLE DEADLINE: APRIL 6*

FINAL PRE-REGISTRATION DEADLINE: APRIL 27

☐ On occasion, NeighborWorks® Training Institute shares your name and address with other organizations that are involved in nonprofit management and community development so that they may send you information about other products and services that may be of interest to you. If you are not interested in having us share your name, address, telephone number, fax number, and e-mail address with such organizations, please check the circle to the left of this disclosure statement. Rest assured that NeighborWorks® Training Institute honors your privacy and respects your wishes.

LOS ANGELES, CA • MAY 18-22, 2020
REGISTRATION
The NeighborWorks network slot registration deadline is March 23. 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.NeighborWorks.org.

ONLINE REGISTRATION
Network participants are encouraged to register via our online registration system, which allows you to enter lodging request, access your 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 NeighborWorks.org/onlineereg. First-time users to this online tool 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 discounted single occupancy lodging rate per night.

TUITION RATE
NeighborWorks network members register for the training institute at a special flat rate of $525. Tuition includes courses and materials, afternoon workshops, and a light breakfast snack.

TRAVEL
NeighborWorks organizations are given travel funding to complement their slots. Your organization is responsible for booking and paying for your own travel to the training institute using your own travel agency or online booking tool. If you are participating in a NeighborWorks meeting or receiving a scholarship in which travel is covered, you will receive special instructions on how to arrange your travel. In the registration process, be sure to specify the dates that you need a hotel room—which must match the dates for your courses/meetings.

ACCOMMODATIONS
All NeighborWorks America events only book single-occupancy hotel rooms. As a network participant attending an event, you pay only $105 per night times the number of days you participate in the training institute. The full payment: $525 tuition plus the lodging per night cost is due at the time of registration by the slot registration deadline of March 23, 2020.

All slot registrations include a discounted single occupancy room. If your registration is confirmed, please do not make a separate hotel reservation as NeighborWorks America already has you on the Master Block.

Please notify us in advance if your travel plans change. Failure to check in the hotel on the confirmed date is considered a “no-show” and may lead to your hotel reservation being cancelled. Reinstatement to a no-show reservation is not guaranteed and will be based on hotel availability. If hotel reservations were confirmed on your behalf by us and you do not cancel and do not show up at the event, the hotel will assess a no-show charge to NeighborWorks, which will then be billed to your organization. Please review your confirmation letter for your assigned lodging hotel and dates, and assure that you arrive and depart on the dates scheduled. If you have any questions or concerns, reach us at nti@nw.org, TrainingEvents@nw.org or call (800) 438-5547.

PAYMENT
Tuition and accommodation 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. When using a credit card, please fax it to (800) 834-3758.

PAYING YOUR OWN EXPENSES (POE)
If your organization has exhausted institute slots and still wishes to have staff attend, you may pay the $525 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 before April 27.

SPECIAL NEEDS
If you have special needs addressed by the Americans with Disabilities Act (ADA), notify us at least one month before the Institute. If your special needs require you to be lodged at a hotel close to your courses, NeighborWorks America needs to be notified by the March 23, 2020 slot registration deadline.

CANCELLATION AND REFUND POLICY
Your written cancellation notice must be received by April 27 to receive a tuition refund. 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. 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 April 17 and requests are subject to course and lodging availability.

ATTENDANCE AND CERTIFICATE POLICY
Courses start promptly and conclude on time, except for Friday, when courses end at 2:30 p.m. Certificates of completion are awarded only to participants who complete 100% of the course.

PHOTO, AUDIO AND VIDEO RECORDING RELEASES
By entering the event premises, you consent to interview(s), photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for news, web casts, promotional purposes, telecasts, advertising, inclusion on websites, or any other purpose by NeighborWorks America and its affiliates and representatives. You waive all rights you may have to any claims for payment or royalties in connection with any exhibition, streaming, web casting, televising, or other publication of these materials, regardless of the purpose or sponsoring of such exhibiting, broadcasting, web casting, or other publication irrespective of whether a fee for admission or sponsorship is charged. You also waive any right to inspect or approve any photo, video, or audio recording taken by NeighborWorks America or the person or entity designated to do so by NeighborWorks America. You release NeighborWorks America, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication of interviews, photographs, computer images, video and/or sound recordings.

CUSTOMER SERVICE
Call: (800) 438-5547
Fax: (800) 834-3758
Email: nti@nw.org
Online Registration available — NeighborWorks.org/onlinereg
Register for this Training Institute online at NeighborWorks.org/onlinereg 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)

Job Title __________________________________________________________

Organization ________________________________________________________

Address __________________________________________________________________________________________________________________________

City_____________________________________________________________________________________________State____________Zip_________________________

Phone (work) ______________________________________________________ Phone (mobile) _______________________________________________________

Email address _____________________________________________________ Fax ________________________________________________________________

☐ 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

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 $ _________

=$ $525.00

ACCOMMODATION INFORMATION >> (PLEASE SELECT AND CHECK AN OPTION):

☐ Using a Training Institute Slot: Hotel room @ $105 per night by ________ nights = $ ________ *Arrival date: __________ *Departure date: __________

☐ Using a Training Institute Slot but NO hotel room needed.

☐ Pay Own Expense (POE) – NOT using a Training Institute Slot and arranging for own accommodations.

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

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

Total Tuition and Lodging Due: $ ________

PAYMENT INFORMATION

☐ Check enclosed (payable to NeighborWorks America). Check # ____________________________

☐ Purchase order must be attached. Purchase order # ____________________________

Visa ☐ MasterCard ☐ American Express (Purchase orders will be accepted until April 27, 2020.)

Card # ____________________________ Exp. date _____/_______

(mm/yy)

Name as it appears on card ____________________________ Authorized signature ____________________________

Fax registration with credit card information to: (800) 834-3758

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.)
NeighborWorks Compass positions you, your organization and your clients for game-changing results.

A modern CMS for Housing Counselors and Educators

Technology to power your efficiency and impact—coming spring 2020.

We rely on technology every hour of the day. Our phones, our laptops and tablets, our cars...we couldn’t run our lives without them. Yet for far too long, the housing counseling and education field has been playing catch-up. Finally, a state-of-the-art client management system is being developed to bring you into the twenty-first century.

A new system – designed by counselors for counselors – that will relieve your administrative burden and support unique milestones for each type of housing counseling service, so that you can focus on what’s most important: delivering quality counseling services to improve the lives of those you serve.

NeighborWorks America, with over forty years of innovation in community development, is the organization behind this exciting solution. We have a dedicated team of professionals, working on a world-class tech platform, who are creating a system that supports staff in creating efficiencies, achieving scale, and increasing sustainability and impact.

- Industry-leading technology
- Convenient, user-friendly client-facing module
- Automated functions and triggers for counselor and client
- Budgeting, action planning and credit report tools
- Customizable dashboard/aggregated views
- Customizable branding
- Reasonable, simple pricing structure
- Out-of-the-box usability
- Easy data migration from other major systems
- Comprehensive training and support
- Fully compliant with HUD filing requirements for reports and audits

Stay informed about this groundbreaking system—visit NeighborWorks.org/NWCompass to register for updates.

Neighborworks Compass positions you, your organization and your clients for game-changing results.
Counselors, get ready to pass HUD’s Certification Exam!

“The courses were instrumental for me passing. I had so much more confidence taking the exam this time than last time.”

Linda Rowe
Homeownership Center Director
Neighborhood Housing Services Oklahoma

HUD Counselor Certification Exam Prep

Are you prepared for the HUD Counselor Certification Exam? NeighborWorks America, one of the industry’s most trusted and respected resources for professional training, offers comprehensive curriculum that thoroughly reviews the six core competencies for HUD Counselor Certification. Sharpen your understanding in each of these areas to move closer to passing the exam and becoming a HUD Certified Counselor.

**Ready, Set, Prep: Tackling the HUD Counselor Exam Step by Step (H0200) Updated and expanded to 3 days!**
Elevate your knowledge in the six essential competency areas, including:

- Financial management
- Housing affordability
- Homeownership
- Avoiding foreclosure
- Tenancy and fair housing

We’ll tackle the HUD study-guide step-by-step, and provide tools and relevant activities to help you master and memorize content before taking the HUD Counselor certification exam.

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