

The VTI logo consists of the letters 'VTI' in a bold, white, sans-serif font, centered within a solid green square. The background of the entire poster is a photograph of a city street at sunset, with people walking and long shadows cast across the pavement.

VTI

NEIGHBORWORKS VIRTUAL TRAINING INSTITUTE

AUGUST 23–27, 2021

A VIRTUAL TRAINING EVENT

COMPLETE WITH:

- ▶ **WEBINARS**
- ▶ **FACULTY-LED COURSES**
- ▶ **TIMELY WORKSHOPS**
- ▶ **NETWORKING AND BEST PRACTICE-SHARING**
- ▶ **A SPECIAL SYMPOSIUM –
INVESTING IN THE FUTURE: REALIZING THE
OPPORTUNITY OF MIDDLE NEIGHBORHOODS**

The NeighborWorks America logo features the words 'NeighborWorks' in a white, sans-serif font, with a registered trademark symbol. Above the 'N' and 'W' are stylized white house icons. Below this, the word 'AMERICA' is written in a smaller, white, sans-serif font, separated by a thin white horizontal line.

NeighborWorks®
AMERICA

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THANKS TO THE SPONSORS OF THE NEIGHBORWORKS VIRTUAL TRAINING INSTITUTE:

JPMORGAN CHASE & CO.

 **Truist Foundation**



WELCOME TO NEIGHBORWORKS TRAINING—ONLINE!

NEIGHBORWORKS AMERICA IS PROUD to continue its history of excellence in training the affordable housing and community development industries with our third Virtual Training Institute. Over 1,500 people attended our last institute, with participants enjoying the largest number and broadest range of virtual courses we've ever taught at one event. And we're offering even more this time! We are delighted to have you join us for an exciting week of new courses and numerous professional networking and peer learning activities.

Check out timely courses that address the challenges you are facing in your work today:

- ▶ **Shared Equity: Intro to Stewardship (AH004wt)**
- ▶ **Delivering Effective Financial Capability Programs (H0209vc)**
- ▶ **Foreclosure Intervention and Default Counseling Certification, Part I (H0345rqvc)**
- ▶ **Post-Purchase Homeownership Education Methods in Native Communities (NA247vc)**
- ▶ **Building Rural Leaders of Color in Housing & Community Development (RD001wt)**

In all, there are more than 75 courses over the week—plus topical roundtables, afternoon workshops on innovative work, and additional surprises! This event will position you well for the work that lies ahead.

We will once again be offering an opportunity to deep-dive on a critical issue facing our profession during our Wednesday symposium. Our last symposium was a tremendous success! One participant commented, *"I really tried to come in with no preconceived notions. I was just ready to absorb as much as I could. And you all DELIVERED!"* And another one remarked, *"I thought it would be hard to spend so much time online, but it flew by."*

Please plan to include our symposium as part of your activities for the week. We've invited our friends from the national Middle Neighborhood Initiative to join us in presenting, **"Investing in the Future: Realizing the Opportunity of Middle Neighborhoods."** We will explore ways to strengthen middle neighborhoods at risk—either due to displacement or decline—or ripe for improvement. Together, we'll learn about exciting new research and best practices for revitalizing these that are at the "tipping point" but have so much opportunity.

Our Virtual Training Institutes have proven to be just as valuable when it comes to connecting and networking with peers, engaging with the entire community development and affordable housing sector. Over one-quarter of the participants for our Winter VTI had never attended a NeighborWorks Training Institute or a Virtual Training Institute and considered it time well spent. Whether you are new to our training institutes or an old hand, we look forward to seeing you online and helping you serve your community!



**MARIETTA RODRIGUEZ, PRESIDENT
& CHIEF EXECUTIVE OFFICER**

***This event will position
you well for the work that
lies ahead.***

A handwritten signature in black ink that reads "Marietta Rodriguez".

**Marietta Rodriguez
President & CEO
NeighborWorks America**

HOW TO BUILD YOUR WEEK OF LEARNING

The Virtual Training Institute gives you a cost-effective, convenient way to build your skills and stay close to your work at the same time. Here's how to make sure you maximize the value of the event:

1. CHOOSE YOUR EXPERT-FACILITATED COURSES

We've put together a selection of all-new and updated courses that help you with our unprecedented situation. Courses are offered in a number of content areas and course types to match your preferred learning style.

wt - Courses designated with wt are webinar training courses. They provide:

- ▶ 90 minutes of fast-paced, intensive instruction
- ▶ Ability to ask questions of expert faculty
- ▶ Learning checks
- ▶ Downloadable resources
- ▶ 1.5 hours of continuing education credit

vc - Courses designated with vc are faculty-led courses. They provide:

- ▶ In-depth exploration and education on an important topic
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wk - Courses designated with wk are one-week workshops. They provide:

- ▶ Content presented in five webinar sessions over the course of five days
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- ▶ Use of peer discussion forums to keep you connected to peers and faculty
- ▶ CEUs and certification credits are noted in the course descriptions.

SYMPOSIUM: An in-depth exploration of an important, timely topic in housing and community development. This dynamic event comprises keynote speakers, panelists, moderated breakout groups and other sessions and presents thought-provoking content and innovative strategies and approaches. The event is presented in one 4-hour session and does not have a quiz or certificate.

2. ADD IN PEER LEARNING AND NETWORKING SESSIONS

We offer peer learning and professional networking that bring your coursework to life and enhance your career prospects at the same time. A variety of offerings, including topical moderated roundtables, informational speakers, and group activities that give you a chance to bond with fellow participants. Times vary, and there are no quizzes or certificates. For evolving networking offerings and details, visit NeighborWorks.org/NWSummerVTI.

Register for the Virtual Training Institute

REGISTER NOW!

NOTE: Due to the time commitment associated with one-week workshops and faculty-led courses, for this event registrants are limited to one (1) one-week workshop OR faculty-led course.



PLEASE NOTE: ALL CLASSES ARE INDICATED IN EASTERN DAYLIGHT TIME. REFER TO THIS LEGEND IF YOU ARE IN ANOTHER TIME ZONE.

HDT subtract 6 hours

FRIDAY
8/27



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AFFORDABLE HOUSING DEVELOPMENT

AH004wt Shared Equity Housing: Introduction to Stewardship **NEW!**

This webinar will cover all of the essentials of managing a shared equity housing program, from program planning to problem solving-with an emphasis on the implementation of proven stewardship activities that will help assure the success of your owners, the quality of your portfolio and the viability of your program overall. You will be introduced to the entire stewardship toolbox and come away with an understanding of how to effectively adapt them to the culture and capacity of your own organization and community.

AH005wt The Language of Lending and Borrowing **NEW!**

There is much communication around describing the proposed project and understanding the funder's programs and requirements. The right kind of communication is extremely helpful in gaining loan approval. This course is an introduction to the terminology commonly used in the loan underwriting process. By taking the time to first understand the basic vocabulary of loan underwriting, the participant will find that the rest of the learning process becomes much easier. That is our main goal here: making the rest of the process easier. Plus, learning vocabulary is fun! This class is a great way to invest in your future by learning about the loan underwriting process.

AH006wt Supportive Housing as an Affordable Housing Strategy **NEW!**

The goal of the course is to introduce supportive housing to participants and to talk through benefits and challenges with these types of affordable housing developments. Through this course, participants will learn what supportive housing is and how it is different from typical affordable housing. You'll also explore the role of property management in supportive housing projects, and learn about the Importance of design in supportive housing projects.

AH121wk Real Estate Finance Nuts and Bolts

This one-week workshop introduces the key components of real estate financing. Learn basic real estate financial terms and basic principles of financing real estate. Examine the concept of loan amortization and the American mortgage lending system for rental and homeownership. Learn to use spreadsheets to make basic financial calculations of loan payments, interest rates, present and future values of investments/loans, and the APR. Appropriate for people new to real estate financing and those wanting to learn how to use spreadsheets. A basic knowledge of Excel is necessary for this class.

AH211wk How to Maintain Compliance in LIHTC Projects

This one-week workshop goes beyond the day-to-day compliance needs of property management and covers the variety of responsibilities the general partner has for maintaining compliance through the life of the property. These responsibilities include fulfilling program obligations to the IRS and the State Tax Credit Allocation agency, managing resident selection, income certification and rent limits and understanding the partnership agreement and the financial and reporting needs of the limited partner. Starting with an overview of how the Low-Income Housing Tax Credit (LIHTC) program works, this class provides participants an opportunity to discuss what happens after the credits are awarded.

AH256vc Shared Equity Housing: Creative Models to Preserve Affordable Homeownership

In this introductory faculty-led online course, participants will review the most common models of shared equity homeownership, weighing the pros and cons of each model as a vehicle for promoting individual and community security, prosperity, and mobility. Shared-equity homeownership is a creative tool for creating vibrant, inclusive and equitable communities. Community land trusts, shared-equity cooperatives and deed-restricted homes are models where the rights, responsibilities, risks, and rewards of homeownership are shared between the individuals who own and occupy this housing and an organizational entity that stands behind the home long after it is sold. These models ensure that homes remain affordable to people of modest means on a long-term basis by restricting the amount of equity that homeowners may remove from their homes on resale. Come discover if shared equity is right for your community.

MULTIFAMILY ASSET MANAGEMENT

AM225vc Affordable Housing Finance Workshop for Asset Managers **NEW!**

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
- ▶ 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

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REGISTER NOW!

COMMUNITY BUILDING AND ENGAGEMENT

CB199vc Privilege, Power, Prejudice: Conversations on Social Justice **NEW!**

Come join us in this safe, interactive space where everyone's voices and visions can be shared and heard. In this time of social divisions and tensions, our course takes participants on a journey of discovery and connection. This highly engaging and interactive series of conversations builds upon and adds to participants' personal/family journeys as well as their collective insights about the role of racial, ethnic, and other differences in U.S. history and society. The session allows participants to explore diversity within a social, political, economic and historic lens.

We ask and explore questions including: What are the root concepts or beliefs that give birth to privilege, unequal power and prejudice? What role did Story, Land, Labor, and Race play in the creation and maintenance of Privilege, Power, Prejudice and Capitalism?

Unlike many sessions about race and diversity that are "shame, blame and guilt ceremonies," this session allows new conversations in a safe, respectful, and even sacred space. Participants experience the power of storytelling in the creation and maintenance of race myths, as well as its power to connect people and combat structural inequities. They explore the ways that generations of Americans have experienced and responded to racism, as well as the ways that they can contribute to a more just society.

We are not offering answers...But we will have a deep, insightful, safe and, at times, fun conversation that will help you understand social justice, and maybe even plot your own social justice action plan.

HOUSING CONSTRUCTION AND REHAB

CP001wt Healthy Homes Fundamentals

By creating healthier housing, we promote the growth and development of our children, provide a safer indoor environment for all, and potentially reduce health visits and associated health care costs.

Many dwelling units have health hazards. With a growing body of evidence that links many health risks with existing housing conditions, this course will introduce you to the links between housing and health, the benefits of a holistic approach, and the basic principles of healthy housing. In addition, we provide some standardized and cost-effective practices your program can use to reduce or prevent hazards for renters or homeowners.

CP003wt Affordable Housing Rehab Upgrades for Health and Safety **NEW!**

A successful housing rehab department must have in place the policies, procedures and practices to support the program and the people who work in it. Guided by our expert faculty, participants will consider how developing specifications and standards can improve their programs, and look at template tools to make the development more manageable.

CP004wt Creating Effective Rehab Specs and Standards **NEW!**

Affordable housing varies greatly from development to development. A successful housing rehab department must have in place the policies, procedures and practices to support a strong rehab program and the people who work in it, so that residents can reap the intended benefits. Participants in this fast-paced course will learn how developing specifications and standards can improve their programs, and explore template tools to make the development process more manageable.

COMMUNITY AND NEIGHBORHOOD REVITALIZATION

NR003wt The Essential Tools of Successful Neighborhood Revitalization: Defining Revitalization **NEW!**

Comprehensive neighborhood revitalization doesn't just happen by itself — it requires an intentional process, from initial research and analysis through evaluating results. During this fun and interactive introductory course, participants will learn how to design and conduct a participatory neighborhood analysis process for comprehensive revitalization planning. You will also gain experience developing goals and measurable objectives and preparing a revitalization action plan. Recognizing that neighborhoods across the country vary widely and that each professional will bring a unique set of knowledge, skills and experiences to the course, it is designed to provide common language and applied tools that participants can use for successful neighborhood revitalization in any community.

NR004wt The Essential Tools of Successful Neighborhood Revitalization: Visioning and Goal Setting

Comprehensive neighborhood revitalization doesn't just happen by itself — it requires an intentional process from initial research and analysis through evaluating results. In this interactive 90-minute faculty-led webinar, participants will focus on how to develop a community vision and goal setting as part of the neighborhood planning process. You'll leave able to engage with fellow residents and other neighborhood stakeholders and kick off a robust revitalization effort.

NR005wt The Essential Tools of Successful Neighborhood Revitalization: Measuring Results

A strong community revitalization effort requires not only effective and efficient planning and implementation, but also a focus on evaluating results and iterating improvement. In this 90-minute faculty-led webinar participants will focus on creating measurable objectives as part of the neighborhood plan and methods to evaluate the results. We'll also spend time on how to communicate results as part of an important feedback loop to stakeholders and funders.



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REGISTER NOW!

NR006wt Strategies to Meaningfully Engage Stakeholders in Revitalization Planning: Effective Community Participation **NEW!**

Community involvement in visioning and planning a better future is undoubtedly one of the most critical elements of the revitalization process. Doing it well can be a very challenging task, and failing to do it well can have a major negative impact on the process—maybe even cause its failure. An effective, successful participatory process not only results in revitalization plans that truly respond to a community's best interest, but the people engaged in it develop their leadership skills and are better equipped to continue advancing their community's interests. Participants in this course will discuss key barriers to effective community participation and gain specific tools to overcome these barriers. Participants will also enjoy hands-on practice and exploration of various participatory planning techniques, including the design charrette, the World Cafe and other innovative participatory exercises.

NR007wt Strategies to Meaningfully Engage Stakeholders in Revitalization Planning: Overcoming Barriers

In this webinar, we will investigate a variety of successful approaches and techniques for achieving participation goals and objectives, both in-person and online. Effective and fun participation processes can also develop participant leadership skills and help your stakeholders become better equipped to continue advancing their community's interests. We will explore options from a large World Cafe, storytelling, and place-based exercises to intimate porch talks, dialogue circles, and interviews – and everything in between. You will walk away with hands-on experience with new engagement tactics, and an understanding of when they may be most appropriate to enhance your revitalization planning process.

NR008wt Engaging Stakeholders in Revitalization Planning: Public Participation Plans and Evaluation

Meaningful and accessible community engagement is critical to successful revitalization. However, doing it well can be a very challenging task—and failing to do it well can have a major negative impact on the process. An effective, participatory process requires careful and well thought-out planning. In this webinar, we will focus on developing a public participation plan to serve as a guide to organizing, executing and evaluating a community engagement program. A good public participation plan connects a stakeholder analysis and goals and objective objectives with an array of appropriate participatory techniques, while also including practical considerations such logistics, materials, and time and resource constraints. Make your next engagement effort the best it can be!

COMMUNITY ECONOMIC DEVELOPMENT

ED210vc Positioning Programs for Success: Connecting Program Design to Community Economic Impact **NEW!**

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

FINANCIAL CAPABILITY, HOUSING, COUNSELING AND EDUCATION

H0001wt Foreclosure Tune-Up

It's been a year or more since you successfully completed H0109 Foreclosure Basics, and much has changed. We know how important it is for you to have convenient access to timely foreclosure information you can rely on. You'll have an opportunity to brush up on key concepts from the original course and apply the latest foreclosure protocols and processes to your work. Led by one of our top-notch instructors, Foreclosure Tune-Up will help you and your clients better navigate the current landscape for homeowners in crisis.

HUD CERTIFICATION SERIES

Are you ready for the HUD counselor certification? All housing counselors at HUD-approved counseling agencies must obtain the Housing Counselor certification for continued HUD funding! Take the entire series of webinars to boost your chance for success! And each gives you 1.5 continuing education hours.

H0002wt Housing Affordability: Building Competency in Housing Counseling

This faculty-led webinar training will help refresh your knowledge and skills in housing affordability, one of the six major competencies emphasized in the HUD certification exam. This course will allow counselors to refresh their knowledge and skills in helping clients assess homeownership and rental affordability options. Skills covered include practical ways to calculate income, determine different types of debt and review credit history.



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H0003wt Fair Housing: Building Competency in Housing Counseling

This faculty-led webinar training will help refresh your knowledge and skills in fair housing, one of the six major competencies emphasized in the HUD certification exam. This course will allow counselors to refresh their knowledge and skills in explaining how the federal Fair Housing Act affects renting, lending, appraising and selling of residential homes and which transactions are exempt. By taking this course, counselors will be better able to identify acts of discrimination in housing and assist clients to file complaints and receive protections mandated by law.

H0004wt Financial Management: Building Competency in Housing Counseling

This faculty-led webinar training will help refresh your knowledge and skills in financial management, one of the six major competencies emphasized in the HUD certification exam. This course will allow counselors to refresh their knowledge and skills in teaching clients budgeting skills, savings needs, and credit usage. Counselors will be able to effectively communicate actionable suggestions on implementing sound financial behaviors.

H0005wt Tenancy: Building Competency in Housing Counseling

This faculty-led webinar training will help refresh your knowledge and skills in tenancy, one of the six major competencies emphasized in the HUD certification exam. This course will allow counselors to refresh their knowledge and skills in assisting their clients in understanding lease agreements, tenant and landlord maintenance responsibilities, renters insurance, and steps to resolve disputes between landlords and tenants.

H0006wt Avoiding Foreclosure: Building Competency in Housing Counseling

This faculty-led webinar training to help refresh your knowledge and skills in avoiding foreclosure, one of the six major competencies emphasized in the HUD certification exam. This course will allow counselors to refresh their knowledge and skills in delinquency/eviction avoidance topics such as workflow processes, foreclosure law, and mitigation options.

H0007wt Homeownership: Building Competency in Housing Counseling

This faculty-led webinar training will help counselors better understand homeownership promotion, one of the six major competencies emphasized in the HUD certification exam. This course will allow counselors to refresh their knowledge and skills in changes impacting the housing and rental markets; working with realtors, inspectors and appraisers; and the range of available mortgage products.

H0028wt Time's Running Out! Tips, Tools and Techniques for Taking the HUD Exam

This faculty-led webinar will give you great test-taking strategies and practice to increase your confidence and give you the skills to break down questions in all six competency areas. After you register and log in, you will find the assessment coursework document under the resources (book icon) in the course. Be sure to complete the 25-question assessment before the webinar. We'll review each question and provide the answers during the webinar so you can get a good sense of how ready you are.

H0010wt Understanding the Skills Needed to be a Successful Financial Coach

Financial coaching is a proven approach to helping people achieve long-term financial goals and build assets. A successful coach must master a set of skills that can help empower clients to clearly assess their long-term financial goals and build strong financial habits. These skills can be used in one-on-one coaching sessions or in individual or group financial counselling programs. This course will illustrate the various skills needed to become a good financial coach. Gain insight into the dynamics of the client-coach relationship and learn about the techniques and approaches that can help get your clients on the road to financial empowerment.

H0021wt Stress Management for Housing Counselors

As the economy becomes vulnerable due to loss of employment, decreased work hours and furloughs during the stay-at-home order, housing counselors continued to be in the forefront, providing services to the community during crisis. In parallel, housing counselors themselves are adjusting to changes in their work environment and experiencing an increase in their workload. With these new adjustments, many counselors are feeling pressured to shift quickly and are then becoming overwhelmed with the tasks at hand. This course will help you understand the challenges that cause stress in our industry, provide tips and tools to manage crisis counseling in any work environment without feeling overwhelmed, and show you how to organize your workflow and workspace to maintain productivity and decrease stress. You'll leave ready to serve clients effectively without feeling stretched thin.

H0022wt Introduction to HUD's HECM Counseling Procedures and Roster

By the end of this webinar, participants will be able to implement HUD's HECM Counseling Standardization and Roster requirements, and obtain the tools needed to design a counseling process that meets HUD guidelines as expressed in the HECM Protocol. Participants can access the training site upon registration and begin looking at the valuable course resources prior to the live online training session.



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H0023wt Foreclosure Intervention Services During Disaster Recovery

After a disaster, many homeowners find themselves unable to make their mortgage payments and may be at risk of losing their home. Housing counselors are there to guide them through this critical aspect of housing recovery. In this interactive webinar, we'll review different types of disasters and what officially designates a presidentially declared disaster. We will cover disaster loss mitigation options available to homeowners who have an FHA, VA, USDA and conforming loans. The content also includes the latest information on mortgage moratoriums, credit impacts, waivers of late fees and penalties, avoiding scams, and the Servicemembers Civil Relief Act, as well as how federal and state disaster declarations help protect homeowners. This course provides new information and up-to-date resources relating to the current disasters, principally COVID-19 and programs offered under the CARES Act.

H0026wt Helping Your Clients Save Money for Disasters

In the past few years, many American households have been affected by some of the costliest disasters of our generation. If the clients we serve in our community are not financially prepared for a disaster, the impact can be catastrophic. Often the challenge is convincing clients that saving money for disaster preparedness is possible and helping them take action by making it a financial priority. In this session, we teach you how to strategically approach motivating your clients to create and implement a disaster emergency savings plan. You will learn over fifteen specific strategies for helping your clients discover money they can save, and choose the correct savings tool for the money.

H0029wt Remote Homeownership Counseling during Desperate Times **NEW!**

Agencies across the country are asking counselors to work from home and to provide telephone or virtual counseling services to clients. Join this 90-minute webinar to consider guidance for effectively delivering housing counseling in a remote environment. Learn about the many tools available that can assist you in performing effective counseling by phone or other modality. This webinar will help you assist others in this unprecedented time of loss and uncertainty as we work together toward recovery. This webinar will also provide counselors with up-to-date information on local and national initiatives for foreclosure prevention and avoiding eviction.

H0030wt Counseling Solutions for Vulnerable Populations and Homelessness in Times of Crisis

The COVID-19 crisis has caused an uptick in families who need housing counseling assistance. Those at a higher risk include households with minimal to no savings, limited English proficiency, older populations and many more. These same vulnerable populations are at high risk of becoming homeless. However, with proper tools, which you'll gain in this session, housing counseling agencies can help minimize the risk and impact of current financial circumstances on these vulnerable populations.

H0031wt Rental Counseling and Eviction Preventions In Times of Crisis

The impact of COVID-19 on renters means that housing counselors will likely encounter a substantial increase in rental counseling demand. Counseling renters during and after the pandemic will require updates to current rental counseling processes, including an understanding of new relief programs. Current eviction moratoria have offered a temporary reprieve, but housing counselors must be prepared for the long-term implications for at-risk renters that will likely hit us in spring 2021. This course will arm learners with the most current information on the COVID-19 Tenant Relief Act, government assistance programs, eviction moratorium and rental relief options. It will also provide tips and resources for housing counselors to assist their clients efficiently and effectively during the pandemic and avoid eviction after the moratorium is lifted. Counselors will also be provided with the latest updates on tenant rights and federal procedures.

H0032wt Effectively Managing Money and Debt During the COVID-19 Financial Crisis

The COVID-19 crisis has caused financial hardships including changes in income and even job loss among many American households. The Coronavirus Aid, Relief, and Economic Security (CARES) Act provides various assistance programs to help households navigate the financial storm. In this webinar, housing professionals will identify steps to assist clients in adapting to our financial crisis by creating a budget, designing a strategic decision-making process including the prioritization of important bills and expenses, and managing debt to further minimize financial impacts of the crisis. The content will review various resources that provide financial assistance to clients during the COVID-19 pandemic. Participants will also establish methods for helping clients find ways to increase income to stabilize their financial situation.

H0033wt Protecting Credit and Avoiding Scams during the COVID-19 Financial Crisis

The COVID-19 pandemic has caused many individuals to lose money from reduced work hours, job loss or temporary business closures. The ripple effect of an income loss means that many of them may not be able to pay all their bills—especially debt which can negatively impact their credit. The negative impact on their credit can then create long-term obstacles to financial solvency. These same individuals are also at the highest risk of scams that prey upon the fears many have surrounding COVID-19, which can block access to the legitimate assistance needed for recovery. In this webinar, housing counselors will learn how to best counsel their clients on the necessary steps a client should take to protect credit during and after the COVID-19 pandemic. The course will include strategies to help clients:

- ▶ Prioritize specific types of debt
- ▶ Establish a repayment plan that protects their credit
- ▶ Communicate effectively with creditors
- ▶ Pinpoint specific COVID-19 scams that are targeting them
- ▶ Take measures to protect themselves and their credit



COURSE DESCRIPTIONS

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- ▶ Downloadable resources
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- ▶ CEUs and certification credits are noted in the course descriptions.

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REGISTER NOW!

H0035wt An Introduction to CounselorMax for New End-Users

This faculty-led webinar training provides you with an introduction to CounselorMax. You will learn the basics of navigating the system as well as workflow process and procedures using industry best practices for client management systems. You will also learn about the reporting capabilities within CounselorMax, which include the HUD 9902.

H0036wt Counseling Rural Clients on Eviction and Foreclosure Amidst COVID-19

COVID19 has created unprecedented challenges for families and communities across the U.S., and housing counselors are continuously working to help individuals and families maintain, or recover, stable and affordable housing. While some pandemic-related issues remain constant for all communities, rural areas face unique challenges. Therefore, housing counselors must be well-versed in standard COVID-19 responses and resources but also need to think broadly when it comes to supporting rural households who are faced with issues that may be different and difficult to solve. The primary focus of this course is eviction and foreclosure prevention during the COVID-19 crisis. This includes information on the CARES Act and other resources available to rural communities. The discussion will also examine other community development challenges unique to rural communities, such as limited internet access and its effect on education, unemployment applications, and job searches; difficulties related to childcare options; transportation access and safety; and obstacles to health and wellness.

H0037wt Helping Clients Understand New Manufactured Homes

When renters and prospective buyers consider where to live, the decision is usually dominated by apartments for renters and single-family detached homes for buyers. Manufactured homes, a leader of factory-built construction, are often overlooked. Yet manufactured homes can represent a more efficient, precise, and affordable option for many people, especially in rural areas. Educators and counselors will examine how to provide clients with a new understanding of broader options to satisfy housing needs, and how best to outline the benefits. This primer course is best for either new staff unfamiliar with factory-built housing, or experienced staff that are looking to enhance their program offerings and knowledge of affordable housing options.

By the end of this course, learners will expand their recognition of housing types, comprehend new concepts and terminology, identify financing methods, and learn about preferred home elements. Community development professionals will be armed with knowledge and resources to dispel common myths about manufactured housing.

H0038wt Government Loan Basics for Housing Counselors

As clients approach the mortgage-ready stage of the pre-purchase process, housing counselors should be able to discuss financing options, including various government loans. While most counselors include FHA mortgage products in the conversation, they should have an understanding of all government loans to help weigh options that most benefit the clients' financial goals. In this course, participants will explore the benefits of securing an FHA loan product, review eligibility criteria for VA and Rural Housing Service special loan programs, and learn how to examine government vs. conventional products with clients. In addition, tips and techniques will be shared regarding how to increase your mortgage-ready pipeline of clients with the help of government financing.

H0039wt Designing and Delivering Financial Capability Programs Virtually: Delivery **NEW!**

Delivering financial capability services—whether classes, counseling or coaching—can be challenging and uncomfortable when first starting off. While nonprofits have traditionally been able to serve clients well in an in-person setting, replicating this interaction and connection is very different when delivering services virtually.

In this fast-paced webinar you will explore techniques for building a sincere relationship with your clients that generates trust in you as a counselor or coach. You will also learn effective strategies for audience engagement during the online classes you offer. Finally, you'll explore various tools to help you create class activities that enhance learner experience and intended outcomes.

H0040wt Designing and Delivering Financial Capability Programs Virtually: Design **NEW!**

With the flexibility and convenience that the online world provides, many of today's consumers prefer this method for conducting business. Therefore, it is now more critical than ever for nonprofits to keep up with the trends and transition their financial capability education program online.

During this webinar, you will learn how to outline, design, and structure your financial capability classes. Specifically, you'll review best practices for teaching online including the number of hours, sessions, and participants for an optimal learning experience. In addition, you will compare platforms that can be used for live teaching versus hosting pre-recorded content. Lastly, you will obtain a framework for setting up online registration, including confirmation and email communications to ensure client participation and retention.



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REGISTER NOW!

H0041wt Using an Equity Lens in Financial Coaching Approaches

Financial coaching is a proven way to improve financial outcomes for individuals by supporting them on the path toward financial goals and financial health. Unfortunately, these pathways are not always equitable and sometimes there are structural barriers that impede individual opportunity. How can your approach to financial coaching be more inclusive? How can you adapt it to be more compelling, relevant, and culturally responsive to communities who have been historically shut out of financial opportunity? This course will help you use an intersectional equity lens in your coaching work that accounts for people's multiple identities (e.g., race, ethnicity, gender, geography) to help clients safely navigate current systems and move toward financial well-being. You will gain skills in seeing how identity shapes access and opportunity, acknowledging systemic harms, building trust, engaging in self-reflection, and gathering data to increase equitable outcomes.

H0042wt Owner-Occupied Rental Property and Affirmatively Furthering Fair Housing **NEW!**

Do you want to help potential owner-occupied buyers looking for down-payment assistance for purchasing rental property that they plan to live in, and are not sure where to start? Do you want to provide potential owner-occupied buyers of rental properties with varying incomes tips on partnership opportunities that may exist? Do you want to identify strategies that may work for owner-occupied buyers of rental properties that want to focus on diverse neighborhoods?

This is a 90-minute faculty-led webinar that explores opportunities to successfully navigate being an owner-occupied landlord of a multi-unit property and the responsibilities that come with it. The session will focus on buyers becoming successful homeowners of rental properties that they will live in with an emphasis on fair housing, economic development, building credit for homeownership and committing to investing in themselves and their community!

H0043wt Trauma-Informed and Equity-Focused Approaches to Service Delivery **NEW!**

This course provides a foundational framework for delivering financial capability services to a broad array of clients. You will learn the skills of trauma-informed services to maintain the safety and well-being of clients. At the same time, you will understand the practices of equitable service delivery to ensure inclusiveness. You also will identify self-care strategies that support your interpersonal work with all your clients.

H0044wt Designing and Delivering Financial Capability Programs Virtually: Marketing **NEW!**

With the flexibility and convenience that the virtual world provides, many of today's consumers are seeking out online services. Therefore, it is now more critical than ever before that nonprofits transition their financial capability education program online. This highly engaging and informative session will provide practitioners with the skills and tools needed to successfully design and deliver engaging and impactful online financial capability services.

During this 90-minute webinar, you will learn how to better understand and target specific audiences. You will learn tools and techniques such as demographic and psychographic analysis that can help better understand audience needs and meet them where they are. You will also learn critical aspects of creating a strong marketing campaign that can help your organization clearly communicate the value of your program in a way that resonates with your target audience. You will compare platforms and tools that will help get your message out in print, social media and online. Lastly, you will learn to evaluate cost considerations and the final results of marketing campaigns.

H0109vc Foreclosure Basics for Homeownership Counselors

This 4-week faculty-led online course is a beginner- to intermediate-level course and is recommended for counselors and others with less than 12 months of foreclosure intervention counseling experience. Learn the protocols for counseling homeowners in financial crisis.

- ▶ Default and delinquency will be addressed, including reasons for default
- ▶ Ways to maximize income and reduce expenses
- ▶ Calculating delinquencies
- ▶ Understanding the players in the mortgage marketplace
- ▶ Loss mitigation options for a variety of mortgage products
- ▶ Legal information about foreclosure laws and timelines
- ▶ Tips on effectively communicating with lenders and servicers
- ▶ Understanding homeowner and lender rights and obligations found in loan documents

One year of general homeownership counseling experience is recommended prior to taking this course.

H0200vc Ready, Set, Prep: Tackling the HUD Counselor Exam Step-by-Step

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 4-week faculty-led online 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. (formerly: Building Competency for HUD Housing Counseling Certification).



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REGISTER NOW!

H0209vc Delivering Effective Financial Capability Programs **NEW!**

Seeking financial security, today's consumer is searching for real-time information on how to maneuver through the maze of financial products and services, establish or rebuild credit, reduce debt and save for the future. Helping clients reach their potential through a variety of services has never been more essential. This course addresses the fundamental components to successfully delivering a well-designed financial education program, starting with group education and the primary ways consumers behave with their money: visioning, maximizing income, spending, saving, borrowing and protecting.

Participants will explore growing industry trends surrounding comprehensive financial capability programs, lifestyle changes, counseling, coaching and measuring outcomes. Educators and nonprofit leadership will learn exciting up-to-date practices in implementing an effective and sustainable program that best meets the needs of diverse audiences. Innovative strategies using a variety of delivery methods, including social media, will be explored, along with available resources.

H0250vc Homeownership Counseling Certification: Principles, Practices and Techniques, Part I

This course is for pre-purchase homeownership counselors with a minimum of one year one-on-one counseling delivery experience. Through hands-on applications, this intermediate-level course teaches counselors the skills, procedures and subject matter expertise needed to create successful new homeowners. Participants will learn how to provide one-on-one counseling sessions to address savings, credit and debt barriers to homeownership, and use the latest industry tools, techniques and resources. Additionally, participants will practice mortgage readiness assessment, prequalification, standardized income calculations, credit report review, action plan development, and other key counseling activities. This course includes requirements for file management, code of conduct, and operations guidelines for both HUD and the National Industry Standards for Homeownership Education and Counseling.

H0310vc Financial Coaching Helping Clients Reach their Goals

Financial coaching is an emerging field that supports clients as they work towards goals and strive to maximize their financial potential. Through an ongoing, systematic and collaborative process, financial coaches facilitate changes in clients' financial habits so that they can reach financial security. In this faculty-led online course, participants will gain an understanding of how to incorporate coaching techniques into their financial capability programs by using practical experience and demonstration activities to learn coaching essentials, including facilitation and listening skills as well as goal-setting and accountability methods. Participants will learn how coaching differs from and complements counseling, financial education and other services aimed at building consumers' financial security.

This faculty-led online course includes self-paced online assignments and the use of peer discussion forums. The course is presented in four weekly lessons. A live online session is held weekly with the faculty and participants. Participants should expect to spend approximately four hours per week on course-related reading and assignments.

This course counts toward initial NCHEC certification.

H0345rqvc Foreclosure Intervention and Default Counseling Certification, Part I **NEW!**

****PASSING AN ONLINE PRE-TEST IS A PRE-REQUISITE FOR THIS COURSE****

Designed for counselors with experience providing one-on-one foreclosure intervention and default counseling, this rigorous, in-depth course covers critical elements of the default and foreclosure process, as well as loss mitigation options for prime and subprime loans. Participants will engage in exercises and examine case studies which will sharpen their negotiating skills with servicers and improve their counseling methods with clients. There are two training requirements for certification. This course is part 1 of the certification – within 30 days of completing this course the participants must take an exam and achieve a minimum score of 80%. Part II of the foreclosure counselor certification requires the successful completion of H0109vc/el.

NONPROFIT MANAGEMENT AND LEADERSHIP

ML008wt Introduction to Disaster Preparedness and Business Continuity Planning

Being responsive in the wake of a natural or man-made disaster means being prepared for a variety of inevitabilities. This course will introduce participants to a set of strategies and tools for developing an effective Business Continuity Plan (BCP) for their community development organization. Participants will learn the value of business continuity planning to their organizations' own sustainability and resilience, as well as assisting the community at large with recovery.



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REGISTER NOW!

ML009wt Introduction to the First 30 Days of Response and Recovery

Disasters like hurricanes, floods, earthquakes, and wildfires are happening more frequently and causing more destruction. Pandemics can strike at any time. And often, disaster occurrences can overlap. By understanding the post-disaster challenges prior to a disaster occurring, you and your organization will be able to improve your cultural competence in disaster preparedness and response, and efficiently and effectively tackle the immediate challenges that arise.

ML011wt Introduction to Community Organizing for Disaster Preparedness

According to the Federal Emergency Management Agency (FEMA), a community-centric approach for emergency management that focuses on strengthening and leveraging what works well in communities on a daily basis offers a more effective path to building societal security and resilience. This course will introduce participants to strategies and skills needed to create strong, localized social networks that can greatly increase the response and recovery resiliency of a community when disasters occur.

ML016wt Equal Access: LGBTQ+ Inclusion in Housing & Community Development Programs **NEW!**

The call for equity has never been louder. Yet, we are far from the aspirational goal of equal access to essential resources and opportunities for people who are lesbian, gay, bisexual, transgender, and have other gender and sexual identities (LGBTQ+). That reality is amplified for LGBTQ+ people with intersecting identities that have been historically blocked from financial opportunities—such as youth, seniors, and Black, Indigenous, Latinx, and Asian people. In general, LGBTQ+ people experience relatively high rates of housing and financial insecurity over their lives due to inconsistent legal protections, discrimination, and other systemic barriers. Inclusive housing and community development programs are vital for the LGBTQ+ community's well-being and long-term financial security. To meet the needs of the community, programs need to adapt their approaches in ways that are culturally responsive and relevant. In this 90-minute interactive webinar, you will gain valuable skills and resources, laying the groundwork for being more inclusive of the LGBTQ+ community. Find out what the nuanced needs of the community are. Become more culturally aware. Learn how to provide general and tailored programs and solutions, all while heeding the call for equity.

ML017wt Gaining a Competitive Edge with Reporting and Analytics **NEW!**

Accuracy, efficiency, and visibility are increasingly important today—not only to keep your organization running, but to excel. When you automate manual functions and better access, share, and analyze data, you are better equipped to make decisions while complying with legal and other requirements. This session will provide you with the questions and answers to help you determine your next steps in advancing your reporting and analytics. Particular topics include:

- ▶ ways software can capture, manipulate, and help interpret performance data
- ▶ how to begin to, or further, automate your back office functions
- ▶ tools and methods to leverage data to inform and enhance your strategic position
- ▶ how to use information to better adapt to emerging issues and expectations

ML018wt Unpacking and Addressing Privilege in the Workplace **NEW!**

Privilege represents an unearned advantage that is granted because of one or more classifications or other characteristics. For instance, race-based privilege is separate from, but can intersect with, class privilege, gender privilege, sexuality privilege, age privilege, able-bodied privilege, or many other types of privileges. In this session, participants will explore the concept of privilege, how it shapes organizational cultures that are oppressive to people with marginalized identities, and ways to proactively identify opportunities to level the playing field for ourselves and others—all with the goal of improving our workplace and our performance.

ML019wt Creating a Good Experience with Your Brand, Online and Beyond **NEW!**

These days, an organization's website, email, social media, SMS, and other digital tools may be the only places people visit to learn more, sign up, watch videos, take action, donate, etc. If that's all someone ever sees or reads about your organization, does the experience leave them with the right impression and lead them to do more? In this practical session, you'll have the opportunity to rethink your approach to branding—seeing it as an ongoing practice of aligning around your organization's identity and voice internally, then using it to create experiences that shape perceptions and behaviors that advance your mission and spark collective change.



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REGISTER NOW!

ML207wk A Blueprint to Designing and Implementing a Strategic Crisis Management Plan

NEW!

Only 30 percent of all organizations have crisis management plans in place, and the liability is growing daily. Does your nonprofit have a plan? This one-week workshop will equip you with all the tools to handle any crisis, from natural disasters to the even greater non-natural pressures like bomb threats, CEO departures, bad press and inappropriate staff issues. This course will provide human services professionals with templates for developing your agency's own crisis management plan. You will receive everything from media training and content materials needed in a crisis to role-playing with real scenarios. You will leave this course with a clear understanding of what to do and how to do it.

ML316vc Leading High Performance Teams **NEW!**

No matter how brilliant your strategy or plan is, you do not stand a chance of success unless you can mobilize a team to execute at a high level. Much is required to make this happen, and it begins with self-awareness of your leadership style and how you can most effectively engage with others of the same or different styles. It includes understanding the dynamics of a high-performing team and how you can build that. Central to this is the level of trust and respect that others have for you. Finally, it includes understanding how to develop your team members to their greatest potential. In this advanced course, you will gain insights into your leadership style, understand more clearly how to interact with others, learn about the cognitive biases that derail us when it comes to being an ethical leader, and explore strategies for developing your team most effectively. The course is ideal for executive directors, board members and other organizational leaders who are committed to making a difference in their communities and organizations.

ML321vc Culture Revolution: Transformational Change for a Sustainable Business Mode **NEW!**

Transforming your organization to run as a social enterprise can mean great things for your long-term sustainability through increased earned revenue. But the shift in business model can entail profound organizational changes, resulting in culture shock as your organization adapts to new and different ways of work. This foundational course for the new social entrepreneurship track provides a framework for navigating the ups and downs of change as an organization transitions to a social enterprise business model. The fundamentals of organizational transformation will be explored as participants learn what it takes to create a climate for change, to examine status quo and its implications on their business, and to communicate change to support buy-in with staff, stakeholders, and the community. Participants will also learn how to craft a vision statement that captures the future for the business as it strives to meet a "double bottom line" of both mission and profitability. Recommended for executive and senior management staff members and board members, as well as program staff of nonprofit organizations.

NATIVE AMERICAN COMMUNITY DEVELOPMENT

NA001wt Financial Education and Coaching in Native Communities **NEW!**

Financial education and coaching are proven methods to help Native clients achieve financial well-being. To be successful in this effort, practitioners must understand the cultural and historical context of the Native communities and the people they serve, as well as how financial structures may differ. This course will focus on these key components, helping coaches and counselors to communicate the benefits their financial capability programs. Gain insight into the differences between the best practices of group financial education versus one-on-one coaching.

NA247vc Post-Purchase Homeownership Education Methods in Native Communities **NEW!**

This multi-week, faculty-led online course is a Train-the-Trainer curriculum designed for the purpose of preserving homeownership in Native communities. Participants will gain the skills needed to design and deliver an effective post-purchase homeownership education program that promotes homeownership sustainability for Native families.

To start, participants will examine the difference between pre-purchase and post-purchase education. The course will evaluate the role of tribes, tribal organizations and Tribally Designated Housing Entities (TDHEs), and other partners and stakeholders in preserving Native homeownership. Participants will explore how to develop an effective post-purchase homeowner education class based on local needs, partners, and resources. This will include the three core concepts of financial management, home maintenance, and community involvement, as well as how to create a marketing plan for post-purchase programs and services.

RURAL COMMUNITY DEVELOPMENT

RD001wt Building Rural Leaders of Color in Housing and Community Development **NEW!**

The dominant narratives about rural America frequently neglect the experiences of Black, Indigenous and People of Color (BIPOC). When rural housing and economic challenges are discussed, the communities and leaders portrayed tend to lack diversity. While rural America is proportionately less diverse than the country as a whole, these communities are still home to many people of color.

This 90-minute webinar training course will examine best practices in building rural leaders of color in housing and community development spaces. We will explore current trends that make intentional investment in rural leaders of color critical. As the national conversation on structural racial inequity continues to unfold, community development organizations and their partners must play a key role in championing racial equity in leadership. Given the aging and retirement trends in community development, there's an urgent need for clear advancement paths for leaders of color in rural revitalization efforts. Join us as we share real-life examples, information and tools to ensure rural Black, Indigenous and People of Color have the opportunities and skills needed to provide leadership and thrive in community development.



INVESTING IN THE FUTURE:

Realizing the Opportunity of Middle Neighborhoods

MIDDLE NEIGHBORHOODS ARE COMMUNITIES THAT ARE NEITHER CLEARLY HEALTHY AND THRIVING NOR OVERTLY DISTRESSED.

Long seen as stable areas for middle- and working-class families, including many households of color, today many middle neighborhoods are on the tipping point of either growth or decline. The fate of middle neighborhoods has serious consequences for the long-term health of towns and cities, the quality of life for current residents, and the ability of current and prospective residents to build wealth and access opportunity. Ensuring that these communities remain stable and strong, and are positioned for improvement, is a time-critical issue faced by community-serving organizations.

Over the past several years, a collaboration of nonprofits, municipalities, researchers, policymakers, national intermediaries and funders have come together to ensure that these areas have a viable future. A growing community of practice is also documenting and sharing effective work to stabilize and strengthen middle neighborhoods across the US—demonstrating real results. Looking ahead, the shared goal is to ensure these localities have what they need to continue to offer a high quality of life, abundant amenities and services, and access to homeownership and wealth-building opportunities.

Join NeighborWorks America and members of the national Middle Neighborhood initiative to explore ways to strengthen middle neighborhoods that are at risk—either due to displacement or decline—or ripe for improvement. Together, we'll learn about exciting new research and best practices for revitalizing middle neighborhoods.

THIS SYMPOSIUM WILL FOCUS ON CRITICAL TRENDS, CHALLENGES AND OPPORTUNITIES, INCLUDING:

- ▶ **Housing Strategies:** Preserving the naturally occurring affordable housing stock in middle neighborhoods and ensuring long-term affordability
- ▶ **Capital Strategies:** Exploring ways to increase the capital available to support homeownership, property repairs and other revitalization activities
- ▶ **Wealth-Building Strategies:** Addressing threats to the historic role of middle neighborhoods in providing opportunities for homeownership and wealth building – particularly for black communities and other communities of color
- ▶ **Collaborative Strategies:** Highlighting collective regional or citywide approaches that have resulted in increased attention, partnerships and resources, and examining supportive local, state and national policy frameworks
- ▶ **Resident Engagement Strategies:** Ensuring that residents are engaged, connected, feeling empowered and are well-positioned to lead efforts to strengthen their own communities

You'll come away with fresh approaches to bolster your revitalization work—and the models and inspiration to put those new ideas into practice. Whether you are new to the middle neighborhoods concept, have direct experience to share, or are exploring how you can work or partner to stabilize neighborhoods, this symposium is for you!

THE DAY HAS BEEN DESIGNED WITH SESSIONS FOR:

- ▶ Community development organizations that are working to strengthen and stabilize middle neighborhoods
- ▶ Existing and new middle neighborhood community of practice members
- ▶ City planners, municipal agency staff and local elected officials
- ▶ Real estate finance, agents and lending professionals
- ▶ Funders and philanthropic partners

Investing in the Future: Strengthening Middle Neighborhoods for Community Stability is made possible with content support from the National Community Stabilization Trust and other members of the Middle Neighborhoods national steering committee.

Join NeighborWorks America and peers from around the country to explore the opportunities of middle neighborhoods.

FACILITATED ROUNDTABLE DISCUSSIONS

MONDAY, AUGUST 23 » 9:00 A.M. - 9:45 A.M.

Executive Transitions-What to Consider When Anticipating a Change & Organizational Leadership

Are you an Executive or board President planning to move on?
Are you a staff person or board member in an organization that will be experiencing a change in organizational leadership? Leadership transitions can have tremendous impact on an organization. Come hear and share some tips and ideas of how to manage those transitions before, during, and after.

MODERATOR: JOANIE STRAUSSMAN

MONDAY, AUGUST 23 » 3:15 P.M. - 4:00 P.M.

Financial Capability Approaches to Removing Barriers to Homeownership

Homeownership is the single largest way to build wealth in the United States, yet there are substantial barriers to achieving homeownership that disproportionately impact people of color and younger generations. In this session you will hear about new and innovative financial capability approaches that are aimed at helping to bridge homeownership gaps by helping people save, build credit and access down payment assistance.

MODERATOR: BROOKE LINKOW

Middle Neighborhoods Roundtables

These roundtables will provide an opportunity to discuss challenges and opportunities facing Middle Neighborhoods ahead of the Wednesday symposium.

MODERATOR: PAUL SINGH

TUESDAY, AUGUST 24 » 9:00 A.M. - 9:45 A.M.

Time Management during a Crisis, Managing Priorities, Projects and Deadlines, Organizing through the Chaos

This session will focus on how to plan and prioritize through chaos. If you are normally a planner and love organization but are struggling through everything going on around you, this session is for you. We will discuss real life chaos and how to overcome these situations and hopefully some fresh tips and tricks to get back on track.

MODERATOR: ELIZABETH FULTON

Middle Neighborhoods Roundtables

These roundtables will provide an opportunity to discuss challenges and opportunities facing Middle Neighborhoods ahead of the Wednesday symposium.

MODERATOR: PAUL SINGH

FACILITATED ROUNDTABLE DISCUSSIONS

TUESDAY, AUGUST 24 » 3:15 P.M. - 4:00 P.M.

Supporting Indigenous Communities through Indian Country Partnerships

Join leaders from Native-serving organizations and Akwe:kon, NeighborWorks' staff working group dedicated to Native visibility, in showcasing creative partnerships in Indian Country. Learn about the opportunities and overcoming challenges around homeownership, lending, real estate development and small business development.

MODERATOR: BREE HERNE & AKWE:KON

Community Health Workers in Affordable Housing and Community Development

Hear about a new model NW is exploring and how the network is deploying this model as part of their health, housing, and community development work.

MODERATOR: ROMI HALL

WEDNESDAY, AUGUST 25 » 9:00 A.M. - 9:45 A.M.

Working across Sectors for Impact and Sustainability; Building and Sustaining Partnerships for Your Organization and Community

Although cross-sector partnerships have been long been valued, we saw a new openness to collaboration to serve communities during the pandemic. Hear from network organizations about their work and share your experiences to explore pathways to greater sustainability and impact now and into the future.

MODERATOR: SUSAN JOUARD

Keeping One Foot in the Community, Relating to Staying Connected, Engaged, and Aware of Community Needs

Navigating the connection and approach to community building and engagement from a resident leader turned network staff perspective. Talking through leadership development opportunities. Continued growth in the field of community development. Levels of engagement as a CBE staff and as a resident. Personal dialogue around our journeys from CBE Staff at NWO to RM's & CBE Liaisons and why it is important to stay connected to that work.

MODERATOR: DIO TOT & KATHRINE MORRIS

THURSDAY, AUGUST 26 » 9:00 A.M. - 9:45 A.M.

Organizational Cultural Assessments

Now more than ever with racial inequity and other disparities so blatantly evident by COVID-19 and social unrest, it is important for organizations to take stock on how they measure the disconnection between values, purpose, and practice along with organizational culture. How does the organization's espoused values align with operational behavior? Come join for a conversation about organizational cultural assessments: what they are and how they can benefit organizations.

MODERATOR: JOANIE STRAUSSMAN

Time Management - What's Essential?

This session will break down what is essential in your life and what is not essential. You will learn the S.M.A.R.T. technique to time management. It's simple and straight to the point. We will share together and identify potential time-wasters. It's not about what we remove from our lives, but how we balance it all.

MODERATOR: ELIZABETH FULTON

FACILITATED ROUNDTABLE DISCUSSIONS

THURSDAY, AUGUST 26 » 3:15 P.M. - 4:00 P.M.

Health Partner Investment in Affordable Housing and Community Development

Learn about ways and hear from the network on the different ways health partners are investing in housing and community development.

MODERATOR: ROMI HALL

Working across Sectors for Impact and Sustainability; Building and Sustaining Partnerships for Your Organization and Community

Although cross-sector partnerships have been long been valued, we saw a new openness to collaboration to serve communities during the pandemic. Hear from network organizations about their work and share your experiences to explore pathways to greater sustainability and impact now and into the future.

MODERATOR: SUSAN JOUARD

FRIDAY, AUGUST 27 » 9:00 A.M. - 9:45 A.M.

Coaching and Mentoring

Studies have shown that offering coaching and/or mentoring to staff of organizations lifts morale, provides greater possibility of retention, and increases productivity. Come learn about the differences between coaching and mentoring and how they can benefit your and your organization.

MODERATOR: JOANIE STRAUSSMAN



TIMELY, TOPICAL WORKSHOPS

Want to hear about the latest developments in our field? We've curated a sampling of great webinars from across the country, and are bringing them directly to your monitor—allowing you to round out your day of learning with hot topics and innovative ideas. Sign up for a workshop presentation and stay for the Q&A that connects what you learn to where and how you work!

MONDAY, AUGUST 23 » 4:30 P.M.

Middle Neighborhoods 101

Learn more about middle neighborhoods and the Middle Neighborhoods Community of Practice during the interactive Middle Neighborhoods 101 session, led by Marcia Nedland, CoP organizer.

PRESENTERS: MARCIA NEDLAND, MIDDLE NEIGHBORHOODS COMMUNITY OF PRACTICE

TUESDAY, AUGUST 24 » 4:30 P.M.

HUD Office of Housing Counseling Updates

Join Jerry Mayer for the latest and greatest out of the HUD Office of Housing Counseling. With the HUD Housing Counseling Certification requirement effective August 1, 2021, learn what's next on the OHC horizon.

PRESENTERS: JERRY MAYER, HUD OFFICE OF HOUSING COUNSELING

Bank of America \$5B Community Homeownership Commitment and the Connect to Own® Fee-for-Service Homebuyer Education Program

Please join Bank of America to learn about the components of their \$5B Community Homeownership Commitment program and get the details on their low down-payment options, proprietary grant programs and the vast resources developed to help housing counselors find solutions to assist clients in overcoming the barriers to homeownership. Recent enhancements are designed to make homeownership a reality for modest income and underserved borrowers and communities.

PRESENTERS: MARIA SERRAVALLE, BANK OF AMERICA & KATHY CUMMINGS, BANK OF AMERICA

First-Timer Afternoon Workshop

Come join us to share your experiences about this Summer VTI. We would love to hear your feedback regarding our training events, and how we can make our training better and more useful to you in the important work you do. This session will allow you to meet other newcomers and network and share with them as well! In appreciation for your time we will give you a one-time \$20 gift card.

PRESENTER: DR. CRISTI FORD, NEIGHBORWORKS AMERICA

THURSDAY, AUGUST 26 » 4:30 P.M.

Lending Models - Residential and Small Business

This afternoon session will provide an overview of the most commonly used lending models for residential loan programs and small business loan programs. Learn about the basic structure of various models, their pros and cons, risks and rewards, capacity requirements, and other considerations.

PRESENTER: KEVIN FLANAGAN, COMMUNITY LENDING SOLUTIONS AND PAULA PLANTHABER, NEIGHBORWORKS AMERICA

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PRESENTER: DR. CRISTI FORD, NEIGHBORWORKS AMERICA

PRICING INFORMATION AND EVENT POLICIES

PLAN PRICING

Based on customer demand for package pricing and discounts, we're offering the following to maximize your value:

PACKAGE	INCLUDES	GENERAL ADMISSION PRICE	NETWORK MEMBER PRICE
All-Access Package	Unlimited webinars, symposium, 1 faculty-led course	\$1,200	\$800
Webinar/Symposium Combo	4 webinars and the symposium	\$500	\$350
Week of Webinars	5 webinars	\$500	\$300
One-Week Workshop	1 one-week workshop	\$195	\$175
Symposium/Networking Combo	All symposium sessions	\$125	\$125
ADD-ON PACKAGES			
Faculty-led courses*		\$495	\$395
Webinar		\$99	\$59
One-week Workshop*		\$195	\$175

*Limited to one per participant due to course time commitment

*All packages include unlimited networking activities, roundtables and afternoon workshops

REGISTRATION

Registration is easy! Visit our event site to register online <https://collaboration.net/nwsummervti> and follow our [visual step-by-step registration guide](#). Questions? We are here to help. Call us at 800-438-5547 or email us at TrainingEvents@nw.org.

EVENT OFFERINGS AND YOUR TIME COMMITMENT:

When exploring your registration options, consider our various course and networking session offerings, and the time commitment for each. Note that at this event, due to the focus required for one-week workshops and faculty-led courses, registrants are limited to one (1) one-week workshop OR faculty-led course.

SCHOLARSHIPS:

Limited scholarship assistance is available to nonprofit organization staff, board members and volunteers. For more information, visit [NeighborWorks.org/scholarships](https://neighborworks.org/scholarships). Note that if you are awarded a scholarship and do not cancel or are a no-show to the virtual event, your scholarship eligibility may be revoked for 12 months.

EVENT POLICIES:

Recognizing that this is a challenging time for many, we've simplified our policies and event procedures. If you have any questions or need any guidance, please contact us at trainingevents@nw.org or 800-438-5547. Our Customer Response team is happy to help.

PAYMENT POLICY:

Training Institute package pricing is outlined above. Payment is due at the time of registration and may be made by Visa, MasterCard or American Express. To make a payment by check or arrange group payments, please contact our Customer Response team at trainingevents@nw.org or 800-438-5547 for assistance. All tuition and registration payments must be received in full before obtaining final instructions to access your sessions.

RECORDED SESSION ACCESS & WEBINAR QUIZ ACCESS:

Recorded webinar sessions will be assigned to participants who have pre-enrolled in the live webinar prior to the session start time. We recommend that all registrants make their final webinar selections by no later than Friday, August, 20. You will have until 5:00 p.m. EST Friday, September 3 to watch any of the recorded webinar sessions and/or take and pass a webinar quiz to receive full attendance credit. Both the recorded sessions and webinar quizzes will be added to your event MY COURSES | YOUR SCHEDULE page with clear labeling. Attendees have three attempts to pass the webinar quiz. The Symposium and Networking sessions will not be recorded.

CHANGES, SUBSTITUTIONS, CANCELLATIONS, REFUNDS:

Changes: Customers may make changes directly in the event site; however, changes after a live session has begun will not give you access to the webinar recording. To change a webinar, faculty-led course or one-week workshop selection in the site, use the exchange session function to exchange your registered activity for your preferred replacement option. By using the exchange function this will allow you to make the change without incurring an "add-on" charge. Webinars may be exchanged up until prior to the webinar start time. The exchange function for faculty-led courses and one-week workshops will be shut off on Wednesday, August 11.

For any of the networking or free activities in the site you may simply click the "UNREGISTER" button in the session description page for the session you would like to be removed from, and click the "REGISTER" button for the session you would like to add to your schedule.

Substitutions: Will not be processed for this event.

Cancellations/Refunds: Cancellation requests must be sent in writing to our Customer Response team at nti@nw.org. The last day to cancel for a refund is Thursday, August 19.

ATTENDANCE AND CERTIFICATE POLICY:

All sessions start and end promptly. Certificates of completion are awarded only to participants who attend and pass the quiz associated with each webinar, faculty-led course or one-week workshop prior to the event closing date. The event will remain open until Friday, September 3 to allow participants to take the quiz and print online certificates for webinars. One-week workshops and faculty-led courses have their own due date schedule for course work and quizzes that will be provided directly from the faculty at the start of the course. For Webinars, the system will also auto-send a copy of your certificate to your email account so be sure to check your junk mail folder if you don't see it in your inbox after successful quiz completion. The Symposium and Networking sessions do not include attendance certificates.

SHARING OF PERSONAL INFORMATION:

NeighborWorks America is committed to protecting the personal information of its training event attendees. In order to support your participation in this Virtual Training Institute, NeighborWorks America will share your email address with outside vendors for the limited purpose of delivering services to you during VTI. These services include use of the virtual training platform and the event networking or food service vendors.

KEY EVENT DEADLINES:

- **Wednesday, August 11:**
last day to register or exchange a Faculty-led course or One-week Workshop
- **Thursday, August 19:**
Last day to cancel for a refund
- **Friday, August 20:**
Recommended last day to select webinar sessions to guarantee your access to the webinar recordings
- **Friday, September 3:**
Last day to access a webinar recorded session or to take a webinar quiz in the event site. Site Closes at 5 p.m. EST on this date.

For more event information visit:

<https://www.neighborworks.org/nwasummervti>

For customer support reach us at trainingevents@nw.org or 1-800-438-5547