NEIGHBORWORKS VIRTUAL TRAINING INSTITUTE
AUGUST 17–21

A VIRTUAL TRAINING EVENT COMPLETE WITH

- WEBINARS
- FACULTY-LED COURSES
- TIMELY WORKSHOPS
- NETWORKING AND BEST PRACTICE SHARING
- A SPECIAL SYMPOSIUM: RESILIENCE AMID CRISIS: REBUILDING WEALTH AND HOMEOWNERSHIP IN COMMUNITIES OF COLOR

Register today and receive a $20 GrubHub credit!
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NEIGHBORWORKS AMERICA is thrilled to announce our first-ever Virtual Training Institute (VTI). The VTI builds on our years of experience with the broad-based professional development that has made us truly unique in the community development and affordable housing sectors. NeighborWorks America’s investment in training has been an integral part of our work for more than 40 years.

The weeklong VTI incorporates webinars, faculty-led courses, topical workshops and abundant networking opportunities. Our timely new courses include Remote Homeownership Counseling amid the COVID-19 Crisis (HO029WT), Introduction to Community Organizing for Disaster Preparedness (ML011WT) and Time’s Running Out! Tips, Tools and Techniques for Taking the HUD Exam (HO028WT). In addition, we will present a special one-day symposium, Resilience amid Crisis: Preserving and Rebuilding Homeownership and Wealth in Communities of Color, a conversation about how we can work to build relationships and partnerships that help communities across the country stand together for systemic change, ensuring equity for all our neighbors. We are pleased to announce that Sekou Kaalund, managing director and head of Advancing Black Pathways at JPMorgan Chase, will be the keynote speaker at the symposium.

The VTI is an innovative way to continue our work while our in-person events are curtailed by COVID-19. The virtual setting gives affordable housing and community development professionals a convenient and cost-effective way to participate in more training and educate more staff. We’ll be up and running with local events just as soon as it’s safe and appropriate to do so, but in the meantime, from my home office to yours, please stay safe. I look forward to “seeing” you at NeighborWorks America’s inaugural Virtual Training Institute.

MARIETTA RODRIGUEZ, PRESIDENT & CHIEF EXECUTIVE OFFICER

The virtual setting gives affordable housing and community development professionals a convenient and cost-effective way to participate in more training and educate more staff.

THANKS TO THE SPONSORS OF THE NEIGHBORWORKS VIRTUAL TRAINING INSTITUTE:

JPMORGAN CHASE & CO.
WELLS FARGO
Truist Foundation
U.S. Department of Housing and Urban Development
### Event Schedule

**VIRTUAL TRAINING INSTITUTE**

**TUESDAY 8/18**

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<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:30 AM</td>
<td>Opening Virtual Reception</td>
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<tr>
<td>9:30 AM</td>
<td>CB011MT: Breaking with Isolation: The Power of Neighbors</td>
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<tr>
<td>10:30 AM</td>
<td>AM003MT: To Self-Manage or Not to Self-Manage - Your Property - What is the Answer?</td>
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<tr>
<td>11:30 AM</td>
<td>HO007MT: Financial Management: Building Competency for Housing Counselors</td>
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<tr>
<td>12:00 PM</td>
<td>HO011MT: Understanding the Skills Needed to Be a Successful Financial Coach</td>
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<tr>
<td>1:30 PM</td>
<td>HO012MT: Counseling Solutions for Vulnerable Populations and Homelessness amid COVID-19</td>
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<td>2:00 PM</td>
<td>HO013MT: Stress Management for Counselors</td>
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<td>3:00 PM</td>
<td>HO014MT: Tenancy: Building Competency in Housing Counselors</td>
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<td>4:00 PM</td>
<td>HO015MT: Grant Proposal Writing</td>
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<tr>
<td>5:00 PM</td>
<td>HO016MT: Are You Prepared? Disaster Preparedness and Business Continuity Planning</td>
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<tr>
<td>6:00 PM</td>
<td>HO017MT: Strong Coalitions: Building on Common Interests</td>
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**WEDNESDAY 8/19**

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<tr>
<th>Time</th>
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<tr>
<td>8:30 AM</td>
<td>HO021MT: Financial Feasibility Question for Affordable Housing Projects</td>
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<tr>
<td>9:30 AM</td>
<td>AM006MT: Fair Housing: Building Competency in Housing Counselors</td>
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<tr>
<td>10:30 AM</td>
<td>HO018MT: Counseling Solutions for Vulnerable Populations and Homelessness amid COVID-19</td>
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<tr>
<td>11:30 AM</td>
<td>HO019MT: Stress Management for Counselors</td>
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<tr>
<td>12:00 PM</td>
<td>HO020MT: Time’s Running Out! Tips, Tools and Techniques for Taking the HUD Exam</td>
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<tr>
<td>1:30 PM</td>
<td>HO021MT: Foreclosure Intervention Services During Disaster Recovery Crisis</td>
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<tr>
<td>2:00 PM</td>
<td>HO022MT: Foreclosure Intervention Services During Disaster Recovery Crisis</td>
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<tr>
<td>3:00 PM</td>
<td>HO023MT: HECM Default and Foreclosure</td>
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<td>4:00 PM</td>
<td>HO024MT: Helping Clients Compare HECM Lenders, Loan Costs, and Loan Benefits</td>
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<tr>
<td>5:00 PM</td>
<td>HO025MT: Are You Prepared? Disaster Preparedness and Business Continuity Planning</td>
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<tr>
<td>6:00 PM</td>
<td>HO026MT: Strong Coalitions: Building on Common Interests</td>
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<th>Time</th>
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<tr>
<td>8:30 AM</td>
<td>HO031MT: Basic Feasibility Question for Affordable Housing Projects</td>
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<tr>
<td>9:30 AM</td>
<td>AM010MT: Time’s Running Out! Tips, Tools and Techniques for Taking the HUD Exam</td>
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<tr>
<td>10:30 AM</td>
<td>AM011MT: Community Development Block Grant Disaster Relief</td>
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<td>11:30 AM</td>
<td>HO032MT: Avoiding Foreclosure: Building Competency in Housing Counseling</td>
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<tr>
<td>12:00 PM</td>
<td>HO033MT: An Introduction to CounselorMax™ for New End - Users</td>
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<tr>
<td>1:30 PM</td>
<td>HO034MT: Advanced Foreclosure Case Study Practice (Surcharge for this course: $195)</td>
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<tr>
<td>2:00 PM</td>
<td>HO035MT: Building a Property Deal Book as a Component of Your Asset Management Plan (Surcharge for this course: $310)</td>
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<tr>
<td>3:00 PM</td>
<td>HO036MT: Protecting Credit and Avoiding Scams During the COVID-19 Financial Crisis</td>
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<td>4:00 PM</td>
<td>HO037MT: Protecting Credit and Avoiding Scams During the COVID-19 Financial Crisis</td>
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<td>5:00 PM</td>
<td>HO038MT: Are You Prepared? Disaster Preparedness and Business Continuity Planning</td>
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<td>6:00 PM</td>
<td>HO039MT: Strong Coalitions: Building on Common Interests</td>
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**FRIDAY 8/21**

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<th>Time</th>
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<tr>
<td>8:30 AM</td>
<td>HO030MT: Maximizing the Effectiveness of Telephone Counseling with HECM Clients</td>
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<td>9:30 AM</td>
<td>HO019MT: HECM Default and Foreclosure</td>
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<td>10:30 AM</td>
<td>HO024MT: Remote Homeownership Counseling amid the COVID-19 Crisis</td>
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<tr>
<td>12:00 PM</td>
<td>HO026MT: Strong Coalitions: Building on Common Interests</td>
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**AFFORDABLE HOUSING TRACK**

**AH001WT Basic Feasibility Questions for Affordable Housing Projects - Interactive Webinar Training**

In this course we will pose dozens of questions that need to be answered before pursuing an affordable housing project. Every organization is different, and no two projects are the same, but the same basic feasibility questions need to be answered by all to insure a successful project. We will look at organizational readiness; community support; project siting issues as well as funding and finance. We may not have all the answers, but we can prep you with all the questions! (1.5 hours of continuing education)

**AH002WT Community Development Block Grant Disaster Relief - Interactive Webinar Training**

CDBG-Disaster Recovery is HUD’s program for providing disaster recovery money to states and local governments. CDBG-DR allows many types of activities and thus offers grantees recovery options & tools not available from FEMA or SBA - including home repair and reconstruction, and elevation and buyouts of vulnerable properties. This webinar will cover:

- How funds are allocated
- Most common DR-funded activities
- Common waivers from CDBG rules
- How nonprofits participate in recovery efforts
- (1.5 hours of continuing education)

**AH226VC Creative Project Financing Strategies for Affordable Housing – Faculty-Led Course**

*(SURCHARGE FOR THIS COURSE: $149)*

Assembling financing is one of the most exciting, creative and challenging aspects of real estate development; most development projects require assembling funds from numerous sources. This intermediate-level course provides participants with the knowledge to strategically combine private loans, public capital funds, various kinds of equity investments, and ongoing subsidies for strong, sustainable projects. Participants will also learn how to evaluate whether resources are appropriate for a specific project. You’ll learn the financing issues facing major kinds of projects in today’s financial markets: rental housing, homeownership, cooperatives, and nonresidential properties such as community facilities, offices, or retail. The impact of current market dynamics – investors’ loss of confidence, and increasingly strict bank financing requirements – will also be addressed. (6 hours of continuing education)

This faculty-led course includes self-paced online assignments, the use of peer discussion forums and live web conferencing. The course is presented in three weekly lessons. Participants should expect to spend approximately four hours per week on course related reading and assignments. (6 hours of continuing education)

Note that this is a multi-session course, continuing for 3 weekly sessions.

**ASSET MANAGEMENT TRACK**

**AM001WT To Self-Manage or Not to Self-Manage Your Property - What is the Answer? - Interactive Webinar Training**

This course is designed for any organization that owns rental real estate, and will assist property managers or asset managers whose portfolios come in any size—less than fifty units to over a thousand. The session provides a framework for evaluating whether self-managing or using a third-party property manager aligns best with the goals of both your organization and the properties themselves. It walks you through the ten key decision-making points for this evaluation, reviews your roles and responsibilities as a landlord, and identifies the specific challenges posed by managing affordable housing. You’ll explore research and case studies, including a look at cash flows, budgeting and considerations for opportunities and growth. In addition to taking away the decision-making framework, this course will provide resources and strategies to share with others in your organization. (1.5 hours of continuing education)

**AM210VC Building a Property Deal Book as a Component of Your Asset Management Plan – Faculty-Led Course**

*(SURCHARGE FOR THIS COURSE: $210)*

This four-week faculty-led online class will assist participants in developing a basic property deal book for one of their own properties, or a prototype property provided in the class. Over the course of four live online sessions, participants will sequentially build the foundation of their deal book, and gain the following knowledge:

- Review various deal book formats provided for collecting and tracking deal book data, and select the format that best suits their property needs.
- Basic deal book setup and the types of data that are most useful in a deal book.
- Information on a property audit, regulatory and/or loan agreement, limited partnership agreement and other property docs as applicable, such as ground leases.

Participants will apply what they are learning through “homework” assignments as part of building the foundation of their deal book in between weekly sessions. (12 hours of continuing education)

Note that this is a multi-session course, continuing for 4 weekly sessions.
COMMUNITY ENGAGEMENT TRACK

CB001WT Breaking with Isolation: The Power of Neighbors - Interactive Webinar Training
The term “community building” is used in a variety of ways and situations. In this course we focus on its most fundamental aspect: developing the solidarity among neighbors that builds community and provides the foundation for sustainable civic engagement. It is the most basic and the most critical element of community building, but by no means the simplest. Through this course you will understand the factors that keep neighbors from joining community activities. We’ll explore the safety, belonging and self-actualization needs we all have, and how community life and civic engagement can be used to meet these needs. We’ll develop strategies to break through to the uninterested and practice the skills necessary to engage them. We’ll learn how to organize the kinds of activities that are best suited for their initiation, to develop them into committed neighbors, and retain them as enthusiastic volunteers. (1.5 hours of continuing education)

CB002WT Strong Coalitions: Building on Common Interests - Interactive Webinar Training
Building communities takes work on the part of all parties in an atmosphere of trust, cooperation and respect. Building partnerships is one of the most effective ways to bring about lasting change. Find out about community-wide collaborations that bring all sectors of the public and private community together. Learn techniques that really work for sharing resources, managing information, developing human capital and facilitating community empowerment. Identify ways to reconcile conflict, create win-win collaborative relationships and develop comprehensive strategies for soliciting partnership opportunities in your community. (1.5 hours of continuing education)

CB277VC Building Leaders, Building Communities: A Curriculum Resource for All Communities – Faculty-Led Course
(SURCHARGE FOR THIS COURSE: $395)
If you have or are thinking about developing a program to train volunteer resident leaders, this is the course for you! Come explore the new and improved version of our very successful Building Leaders: Building Communities! In this three-day class you’ll develop your capacity to develop an appropriate training curriculum for your community and goals, to organize and manage the training program, to select and train instructors, and to make the most out of the new version of Building Leaders and Building Communities. The course includes modules on developing training from scratch, to address the needs and expectations of multi-generational audiences in any training you do, and new features to enhance your capacity to continue developing your community’s leaders. Community Engagement Professional Certificate Program: APPLIED COMPETENCIES COURSE. (18 hours of continuing education)

Note that this is a multi-session course, continuing for 4 weekly sessions.

CONSTRUCTION AND REHAB TRACK

CP001WT Healthy Homes Fundamentals - Interactive Webinar Training
Many dwelling units have health hazards. 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 reduce associated health care costs. 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 standard practices your program can use to reduce or prevent hazards for renters or homeowners. (1.5 hours of continuing education)

FINANCIAL CAPABILITY, HOMEOWNERSHIP EDUCATION AND COUNSELING TRACK

H0001WT Foreclosure Tune-up - Interactive Webinar Training
It’s been a year or more since you successfully completed H0109 Foreclosure Basics, and we know how important it is for you to have convenient access to timely foreclosure information you can rely on. In this intensive session, 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. (1.5 hours of continuing education)

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 - Interactive Webinar Training
Strengthen 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 ability to help clients assess homeownership and rental affordability options. Skills covered include practical ways to calculate income, determine different types of debt and review credit history. (Monday-12:30 p.m.)
**COURSE DESCRIPTIONS**

**VC** - Courses designated with VC are faculty-led courses. They provide:
- In-depth education—the closest thing to a NeighborWorks Training Institute course in an online format
- Sessions spread over 3-4 weeks, mostly at your convenience
- The ability to interact with your peers and expert faculty to explore your organization’s unique situation and challenges
- A variety of online tools to enhance your learning and facilitate your coursework

CEUs and certification credits are noted in the course descriptions.

**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

This webinar will assist housing counselors and managers to understand HECM default and the loss mitigation process for HECM borrowers, identify services needed by defaulters, and decide whether they or their agencies are prepared to offer those services. (1.5 hours of continuing education)

**Ho003WT** Fair Housing: Building Competency in Housing Counseling - Interactive Webinar Training
Brush up your knowledge and skills in fair housing. This course will allow counselors to refresh their ability to explain 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. (Tuesday-12:30 p.m.)

**Ho004WT** Financial Management: Building Competency in Housing Counseling - Interactive Webinar Training
Enhance your knowledge and skills in financial management, a core part of the 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. (Wednesday, 12:30 p.m.)

**Ho005WT** Tenancy: Building Competency in Housing Counseling - Interactive Webinar Training
Bolster your knowledge and skills in tenancy, one of the exam’s six major competencies. This course will allow counselors to refresh their knowledge and skills in assisting their clients to understand lease agreements, tenant and landlord maintenance responsibilities, renters’ insurance, and steps to resolve disputes between landlords and tenants. (Thursday-12:30 p.m.)

**Ho006WT** Avoiding Foreclosure: Building Competency in Housing Counseling - Interactive Webinar Training
This expert-led webinar will strengthen your knowledge and skills in the part of the exam focused on foreclosure. You will refresh your awareness of delinquency/eviction avoidance topics such as workflow processes, foreclosure law, and mitigation options. (Thursday-12:30 p.m.)

**Ho007WT** Homeownership: Building Competency in Housing Counseling - Interactive Webinar Training
This session will help counselors better understand homeownership promotion, one of the six major parts of the HUD certification exam. You’ll refresh your familiarity with changes impacting the housing and rental markets; working with realtors, inspectors and appraisers; and the range of available mortgage products. (Friday-12:30 p.m.)

**Ho008WT** Financial Coaching: Promising Practices for Successful Programs - Interactive Webinar Training
Financial coaching is a proven approach to helping people develop skills and behaviors that can help them achieve long-term financial goals and build assets. Organizations across the country are increasingly looking to financial coaching as a means of improving client success rates and furthering their overall mission. This webinar will showcase promising practices for launching successful financial coaching programs. Learn about the different coaching models that have been used nationally to ensure that coaching services are well integrated with existing programs and hear key considerations for designing strong and sustainable coaching programs. (1.5 hours of continuing education)

**Ho010WT** Understanding the Skills Needed to be a Successful Financial Coach - Interactive Webinar Training
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—skills that can be used in one-to-one coaching sessions or in individual or group financial counselling programs. This course will present the various skills needed to become a good financial coach. You’ll 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. (1.5 hours of continuing education)

**Ho011WT** Maximizing the Effectiveness of Telephone Counseling with HECM Clients - Interactive Webinar Training
This webinar will review best practices that counselors may employ before, during, and after their counseling sessions with potential HECM borrowers to maximize clients’ understanding and recall of HECM concepts. An interactive format will permit participants to share their own questions and suggestions, and benefit from ideas offered by other counselors. By the end of this session, you will be able to apply at least two techniques to enhance your telephone counseling sessions and maximize client comprehension of key HECM concepts. (1.5 hours of continuing education)

**Ho016WT** HECM Default and Foreclosure - Interactive Webinar Training
This webinar will assist housing counselors and managers to understand HECM default and the loss mitigation process for HECM borrowers, identify services needed by defaulters, and decide whether they or their agencies are prepared to offer those services. (1.5 hours of continuing education)
H0017WT Using Financial Coaching Techniques to Engage and Motivate Clients - Interactive Webinar Training
One-to-one financial coaching has been proven to be a highly effective means of supporting clients as they develop the skills, habits and confidence needed to reach their financial goals. Many organizations are also finding that the skills and techniques used by coaches can be effectively used outside of a traditional one-to-one setting to engage and motivate clients towards making a long-term commitment to their financial health. Learn about creative ways organizations are applying coaching techniques and tools throughout their financial capability services to enhance their programs’ impact. (1.5 hours of continuing education)

H0018WT Innovative Approaches to Building Financial Capability Programs - Interactive Webinar Training
In today’s nonprofit environment, organizations are often forced to juggle an increased demand for financial capability services with limited staff and resources. Organizations are looking for financial capability business models that engage clients, show meaningful impact and can be sustainable over time. Hear about how cutting-edge organizations are working towards sustainability by forming strategic partnerships, creating program efficiencies and establishing pricing structures for services. (1.5 hours of continuing education)

H0021WT Stress Management for Counselors - Interactive Webinar Training – Interactive Webinar Training
As the economy becomes vulnerable due to loss of employment, decreased work hours and furloughs during the stay-at-home order, housing counselors continue to be at the forefront, providing services to the community during the crisis. In parallel, housing counselors are adjusting to changes in their work environment and experiencing an increase in their workload. With these new adjustments, many housing counselors are feeling pressured to shift quickly, and then becoming overwhelmed with the tasks at hand. This course will help you to understand the challenges that cause stress in this line of work, provide tips and tools to manage crisis counseling in any work situation without feeling overwhelmed, and learn how to organize your workflow and space to maintain productivity and decrease stress. You’ll emerge ready to serve clients effectively without feeling stretched thin. (1.5 hours of continuing education)

H0022WT Introduction to HUD’s HECM Counseling Procedures and Roster - Interactive Webinar Training
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. (1.5 hours of continuing education)

H0023WT Foreclosure Intervention Services During Disaster Recovery - Interactive Webinar Training
After a disaster, many homeowners may find themselves unable to make their mortgage payments and may be at risk of losing their home. Housing counselors are there to guide homeowners through this critical aspect of housing recovery. In this interactive webinar, we’ll review different types of disasters, and what designates a presidentially declared disaster. The session will cover disaster loss mitigation options available to homeowners who have an FHA, VA, USDA and conforming loans. The content includes a review of 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 information and up-to-date resources relating to the most current disasters, principally COVID-19 and programs offered under the CARES Act. (1.5 hours of continuing education)

H0024WT Helping Clients Compare HECM Lenders, Loan Costs, and Loan Benefits - Interactive Webinar Training
Why do lenders charge what they do? This webinar will discuss the factors that may influence lender margins and upfront costs, and directly determine the amount of money available to the borrower. This information can help counselors better understand what flexibility lenders may have and how to help borrowers negotiate their best deal. (1.5 hours of continuing education)

H0028WT Time’s Running Out! Tips, Tools and Techniques for Taking the HUD Exam - Interactive Webinar Training
Are you ready to get the HUD Counselor Certification Exam behind you? This 90-minute webinar will give you testing strategies and practice to increase your confidence and give you the skills to break down questions in all six competency areas that are part of the exam. 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. (1.5 hours of continuing education)
H0029WT Remote Homeownership Counseling amid the COVID-19 Crisis - Interactive Webinar Training
Housing Counseling 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 obtain guidance for effectively delivering housing counseling in a remote environment. Learn about the many tools available that can assist counselors in performing effective counseling by phone or another 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. (1.5 hours of continuing education)

H0030WT Counseling Solutions for Vulnerable Populations and Homelessness amid COVID-19 – Interactive Webinar Training
The COVID-19 crisis has caused an increase in families in need of housing counseling assistance. Those at a higher risk include households with minimal or 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, housing counseling agencies can help minimize the risk and impact of current financial circumstances on these vulnerable populations. In this 90-minute webinar, housing counselors will define what constitutes a population that is susceptible to becoming homeless. Counselors will identify challenges and explore services and protections available during and after the COVID-19 crisis. Counselors will also analyze processes for effectively delivering high levels of service when counseling vulnerable populations. This includes how to establish partnerships with community agencies and navigate the proper workflow of referring at-risk clients. This course provides 1.5 NCHEC continuing education hours. (1.5 hours of continuing education)

H0031WT Rental Counseling and Eviction Preventions amid the COVID-19 Crisis – Interactive Webinar Training
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. 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 help them avoid eviction after the moratorium is lifted. Counselors will take away the latest updates on tenant rights and federal procedures during the current health and economic crisis. (1.5 hours of continuing education)

H0032WT Effectively Managing Money and Debt During the COVID-19 Financial Crisis – Interactive Webinar Training
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 these households navigate the financial storm. In this webinar, housing professionals will identify steps to assist clients in adapting to a 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. We will review various resources that provide assistance to aid clients financially during the COVID-19 pandemic. Participants will also establish methods for helping clients find ways to increase income to stabilize their financial situation. (1.5 hours of continuing education)

H0033WT Protecting Credit and Avoiding Scams During the COVID-19 Financial Crisis – Interactive Webinar Training
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 they may not be able to pay all of their bills, especially debt which can negatively impact their credit. Of course, the negative impact on their credit can create long-term obstacles to financial solvency. These same individuals are also at the highest risk of scams, which prey upon the fears many have surrounding COVID-19 and may block access to the assistance needed for recovery. And again, the repercussions of these scams may include a negative impact on credit scores. In this webinar, housing counselors will learn how to best counsel their clients on the necessary steps they should take to protect their 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

(1.5 hours of continuing education)
COURSE DESCRIPTIONS

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

VC - Courses designated with VC are faculty-led courses. They provide:
- In-depth education—the closest thing to a NeighborWorks Training Institute course in an online format
- Sessions spread over 3-4 weeks, mostly at your convenience
- The ability to interact with your peers and expert faculty to explore your organization’s unique situation and challenges
- A variety of online tools to enhance your learning and facilitate your coursework

CEUs and certification credits are noted in the course descriptions.

H0034WT Student Loan CARES Act Relief in Response to COVID-19 – Interactive Webinar Training
Many consumers find themselves unable to make payments toward their monthly student loan obligations because of the COVID-19 pandemic. In this faculty-led 90-minute interactive webinar we will examine up-to-date information surrounding consumer eligibility for CARES Act provisions addressing Federal student loan repayment challenges during the crisis. The course will also review the various federal programs, and strategies consumers can utilize as they work towards recovery from the COVID-19 era. (1.5 hours of continuing education)

H0035WT An Introduction to CounselorMax™ for New End-Users - Interactive Webinar Training
This webinar session provides you with an introduction to CounselorMax, a system specially designed for housing counseling. 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. (1.5 hours of continuing education)

H0105VC Compliance with State and Federal Regulations for Homeownership Programs – Faculty-Led Course
(SURCHARGE FOR THIS COURSE: $395)
Knowing the major lending and housing regulations is a key piece of the puzzle for homeownership professionals. In this course participants learn how to avoid common lending pitfalls, especially those related to RESPA and the Truth in Lending and Fair Housing Acts. Violations of these federal laws and how to develop controls to ensure compliance are discussed, as is how state regulations affect community lending. Participants also examine the influence of nonfederal requirements on local lending activity, including state regulations and licensing requirements, and learn about successful efforts to reduce restrictive regulations by states. This faculty-led course includes self-paced online assignments and the use of peer discussion forums. The course is presented in three 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. (12 hours of continuing education)

Note that this is a multi-session course, continuing for 3 weekly sessions.

H0109VC Foreclosure Basics (Part 2 of Homeownership Education and Counseling Certification) – Faculty-Led Course
(SURCHARGE FOR THIS COURSE: $395)
This 4-week faculty-led online course is designed for beginner- to intermediate-level participants and is recommended for counselors 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; and 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.

This faculty-led 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. H0109VC also satisfies Part II of the requirements for the certification in one-on-one homeownership counseling. Part I is satisfied through Homeownership Counseling Certification: Principles, Practices & Techniques (H0250). (12 hours of continuing education)

Note that this is a multi-session course, continuing for 4 weekly sessions.
COURSE DESCRIPTIONS

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- Learning checks
- Downloadable resources

VC - Courses designated with VC are faculty-led courses. They provide:
- In-depth education—the closest thing to a NeighborWorks Training Institute course in an online format
- Sessions spread over 3-4 weeks, mostly at your convenience
- The ability to interact with your peers and expert faculty to explore your organization’s unique situation and challenges
- A variety of online tools to enhance your learning and facilitate your coursework

CEUs and certification credits are noted in the course descriptions.

HO274VC Rental Housing Counseling Certification: Part 1 – Faculty-Led Course
(SURCHARGE FOR THIS COURSE: $395)
This 4-week course is designed to provide housing counselors with a comprehensive understanding of all the aspects of rental housing counseling. Participants will leave knowing how to evaluate a client situation regarding rental housing and how to counsel through current rental, new rental or transitioning to rental situations. The 4-week course also creates highly interactive learning opportunities around the topics of renting obstacles, the leasing process, Fair Housing protections, the essentials of being a successful tenant, how to prevent eviction and tips on being a first-time landlord. The course will present best practices used in the housing counseling industry and unique tools developed especially for rental housing counseling. It will also give the participant an opportunity to learn through a variety of methods, including working with a Rental Counseling Process Model and hands-on experience with case study examples. Full certification in rental housing counseling is achieved by completing both this course and the Building Skills for Financial Confidence Course HO208 (in person, or HO208el self-guided online) and passing the exam(s). (18 hours of continuing education)

Note that this is a multi-session course, continuing for 4 weekly sessions.

HO307VC Advanced Foreclosure: Case Study Practicum – Faculty-Led Course
(SURCHARGE FOR THIS COURSE: $395)
Foreclosure counselors must master certain core content in order to be effective and efficient in assisting their clients. This course is designed to address and practice four content areas, including Core Elements, Analysis and Assessment, Solution-Focused Counseling Skills and Submission and Closure of the Loss Mitigation Package. The 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 is recommended for counselors with a least one year of foreclosure intervention counseling experience who have already completed Foreclosure Intervention and Default Counseling Certification, Part 1 (HO345ra). The course is designed for counselors who have a solid understanding of foreclosure concepts, terminology, loss mitigation options, financial calculations used in foreclosure intervention analysis, and counseling practices. (12 hours of continuing education)

Note that this is a multi-session course, continuing for 4 weekly sessions.

NONPROFIT MANAGEMENT AND LEADERSHIP TRACK

ML001WT Keys to Developing a Social Media Strategy for Your Organization - Interactive Webinar Training
Nonprofit organizations use a number of online communications strategies (websites, social media, email, etc.) to increase visibility, shift attitudes, generate revenue, and engage various audiences. This interactive webinar training provides an overview of the different tools and techniques nonprofit managers can use to support missions and build relationships with constituents. Together, we will examine nonprofit organizations’ use of social media to deepen participants’ understanding and offer ideas organizations can apply. After completing this training participants will have a broad understanding of online engagement opportunities, and an initial framework for how to approach and/or enhance the use of social media in their organization. (1.5 hours of continuing education)

ML007WT Millennials on Board - Interactive Webinar Training
If your board is ready to diversify its membership, this webinar is for you! Millennials on Board is an interactive course that explores the strengths, interests, and habits of the Millennial generation. Utilizing current demographic data and market research, we will discuss best practices for both recruiting and supporting Millennials within nonprofit board structures. (1.5 hours of continuing education)

ML008WT Are You Prepared? Disaster Preparedness and Business Continuity Planning - Interactive Webinar Training
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. (1.5 hours of continuing education)
COURSE DESCRIPTIONS

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CEUs and certification credits are noted in the course descriptions.

**ML009WT Picking up the Pieces: The First 30 Days of Response & Recovery - Interactive Webinar Training**
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 immediate post-disaster challenges prior to a disaster actually occurring, organizations are able to improve their organization’s cultural competence in disaster preparedness and response. Join us to learn what you need to plan for—and how to survive the first 30 days. (1.5 hours of continuing education)

**ML011WT Introduction to Community Organizing for Disaster Preparedness - Interactive Webinar Training**
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 increase the response and recovery resiliency of a community when disasters occur. (1.5 hours of continuing education)

**ML173VC Grant Proposal Writing – Faculty-Led Course**
*(SURCHARGE FOR THIS COURSE: $395)*
Financial resources from diverse sources are critical to the growth and development of an organization. Grant funding is typically one of the most common sources of money sought by nonprofits. In order to secure a grant from a public or private funder, an organization must develop and submit a proposal. The proposal serves as a critical tool in capturing the organization’s story, establishing credibility to address a specific problem or opportunity, and outlines realistic goals and objectives to be accomplished through a sound plan of action. This course will guide participants through the 4-R proposal development process; highlighting the different roles of a grant writer, strategies for writing each section of a winning proposal, sources for seeking grant opportunities and the various relationships essential to winning grants. This 4-week course is recommended for resource development professionals, executive directors and others responsible for securing grant funding, who also possess some experience working with budgets. Individuals who have previously participated in the proposal development process and desire to strengthen their writing skills or address problematic areas of the proposal are also encouraged to enroll. Given the basic nature of this course, this course is not recommended for individuals with significant experience writing proposals. (12 hours of continuing education)

Note that this is a multi-session course, continuing for 4 weekly sessions.
Sustainable homeownership as a strategy to build wealth and ensure the financial health of ALL communities, continues to be a national challenge. This is particularly the case in communities of color, where social constructs along with equity and inclusion concerns create further barriers to opportunity. Additionally, the COVID-19 pandemic, as well as recent natural disasters, are negatively impacting the already precarious financial stability of many Americans, and ethnic minorities are disproportionately affected. In order to effectively tackle these challenges, a deeper understanding of the underlying issues that contribute to disparities—and what resources must be activated in order to address them—is required.

On Wednesday, August 19, 2020, NeighborWorks America will host a national symposium with housing and community development practitioners, policy makers and academics to take a deep dive into the myriad of current issues surrounding affordable homeownership, particularly among communities of color. During this action-packed day, we will move participants beyond simple conversation to developing actionable strategies and tactics to reduce homeownership and wealth gaps in these communities. Attendees will hear from and engage with industry experts, community leaders, and stakeholder partners on a variety of topics. Discussion and breakout sessions will address everything from financial resources for consumers to equity and inclusion implications for outreach and marketing, to program design and technology integration. Equipped with information from these in-depth discussions, participants will have the opportunity to begin their own agency’s plan, which they will build upon throughout the day and have available for immediate implementation.

**Learn from Experts and Develop Real Solutions!**
Join us and participate in a convening that is timely and unlike others within our industry. Leading housing, finance and equity experts from around the country will address challenges and share strategic approaches, models and resources that will help you formulate actionable steps for organizations seeking to address housing and wealth concerns for people of color.

You’ll leave equipped with the following...
- A next-step approach for your organization
- The latest tools and resources
- A vision for strategic partnerships
- Innovations in program design
- Partnership engagement strategies to increase funding

...and you’ll participate in networking that will help you build your own plan to address the unique needs and challenges in your community.

DURING THIS ACTION-PACKED DAY, WE WILL MOVE BEYOND CONVERSATION TO DEVELOPING ACTIONABLE STRATEGIES TO HELP REDUCE HOMEOWNERSHIP AND WEALTH GAPS IN THESE COMMUNITIES.
Our participants rave about the networking and best practice-sharing we build into our training events. Because we recognize how valuable peer learning is in building skills, socializing the latest, most innovative approaches to the work we do, and bringing your learning to life, we’ve been mindful about designing networking into the Virtual Training Institute. We hope you’ll find these sessions fun AND impactful!

After your event registration is confirmed, we’ll send you easy instructions to express interest in topics and arrange for your networking sessions.

**PEER-TO-PEER COMMUNITY CONVERSATIONS – LED BY braindate™**

Want to connect one-on-one with peers to dive into topics of most value and interest to you? Select as many Peer-to-Peer Community Conversations as you like! Before and during the event, participants can create a profile and post topics they’re hoping to explore in the “Braindate Topic Marketplace.” People with similar interests and challenges will then be able to book one-on-one “meetings” to discuss those topics. These 30-minute sessions are a proven way to personalize your experience at the Virtual Training Institute, to form a deeper connection with your colleagues, and to gain knowledge above and beyond the official course offerings.

**NEIGHBORWORKS ROUNDTABLES**

Often, the most valuable conversations occur in smaller groups, where you learn from a variety of perspectives. Join a NeighborWorks Roundtable and explore a topic of interest to you! We’ve designed a wide-ranging set of roundtable offerings that reflect exciting and relevant topics in our field. You’ll gain unique insight from up to twenty peers from around the country in fast-paced 45-minute sessions that are informal and conversational, facilitated by knowledgeable NeighborWorks staff with a wide range of expertise.

**OPENING VIRTUAL RECEPTION**

Monday, Aug. 17 from 5:00-6:00 p.m., we invite you to grab a drink and a snack and join us at our Virtual Opening Reception to kick off this exciting week! We’ll have a deejay, games, surprises and a great opportunity for you to meet and socialize with your colleagues.
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!

TUESDAY, AUGUST 18, 4:30-6 PM

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

**PRESENTERS:** KATHY CUMMINGS, SVP; HOMEOWNERSHIP SOLUTIONS AND STRATEGIC RELATIONSHIPS, BANK OF AMERICA

MARIA SERRAVALLE, VP; HOMEBUYER EDUCATION REGIONAL MANAGER, BANK OF AMERICA

Please join Bank of America to understand the components of their $5B Community Homeownership Commitment program and learn about 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.

**NeighborWorks Achieving Excellence Program: Transform Your Work, Your Organization and Yourself**

**PRESENTER:** CHRISTINA DEADY, SENIOR DIRECTOR, LEADERSHIP AND WORKFORCE DEVELOPMENT, NEIGHBORWORKS AMERICA

The NeighborWorks Achieving Excellence Program is a performance-and career-enhancing program specially designed for executive directors and other seasoned senior leaders who are looking to transform their organizations and achieve the next level of success. Throughout the 18-month program, Achieving Excellence features academic sessions at Harvard University’s Kennedy School of Government, one-on-one executive coaching, and structured peer support and networking for approximately 50 select leaders.

Applications for the 10th cohort—starting in early 2021—will be accepted until mid-October. Come hear how this proven program, laser-focused specifically on an organizational challenge you identify for yourself, can help you take your organization to a level of excellence and effectiveness you may not have thought possible.

**Balancing Proactive and Reactive Communications during Times of Crisis**

**PRESENTER:** FARRA TROMPETER, PARTNER AND CHIEF GROWTH OFFICER, BIG DUCK

As the spread and impact of COVID-19 changes from day-to-day, as our country grapples with issues of racial inequity, and as other issues of national and local concern seem to arise with every news cycle, your audiences can be completely overwhelmed. This makes it a challenge to determine when and how your nonprofit should respond.

- If you have a communications plan, do you just abandon it in favor of daily reactions?
- If you don’t already have a communications plan, is it worth the time you need to create one?
- How do you balance being proactive and reactive, while also making room for any necessary pivots as your audience responds to what you produce?
- Is this the time for rapid, one-size-fits-all messaging or one where you might apply some segmentation?

Join us for an engaging session with Big Duck—an award-winning nonprofit communications firm—and gain insight into how to manage your communications at this critical moment. You'll take away strategies and tactics you can experiment with to find your ideal balance and stay on course with your mission-oriented work.
Powering COVID Response through Health Partnerships
PRESENTER: ROMI HALL, DIRECTOR, HEALTHY HOMES AND COMMUNITIES, NEIGHBORWORKS AMERICA
This session will explore ways that community development organizations can forge or deepen partnerships to respond to the COVID-19 crisis, highlighting lessons learned in the NeighborWorks Health Partnership Learning Community. The session will present a range of partnership opportunities including contact tracing, providing access to telehealth, administering community health worker programs, setting up testing sites, engaging residents virtually, and more. It will also feature new resources available from the NeighborWorks Healthy Homes & Communities Initiative to support community-based organizations in their COVID response efforts.

Creating a Pipeline of Rural Leaders of Color
PRESENTER: SARAH KACKAR, DIRECTOR, RURAL INITIATIVES, NEIGHBORWORKS AMERICA
Using the well-established program administered by the California Coalition for Rural Housing (CCRH) as a model, this session will investigate best practices and lessons learned for supporting emerging leaders of color within the rural housing and community development industry. For the past 15 years, CCRH has placed interns with rural-serving community development organizations and offered them additional professional development and training opportunities. This session will draw from this experience to highlight opportunities to expand and diversify the professional development pipeline and create the next generation of rural leaders.

Motivational Moment
PRESENTER: JPMORGAN CHASE
Save this timeslot for an inspiring session featuring a motivational speaker sponsored by JPMorgan Chase! Watch for more details coming soon.

Partnering to Provide Broadband: Working Together in Building Community
PRESENTER: SARAH KACKAR, DIRECTOR, RURAL INITIATIVES, NEIGHBORWORKS AMERICA
Broadband is critical infrastructure for rural community development, and COVID-19 has highlighted well-known disparities in access to this resource across the nation’s rural communities. Speakers from the Western Slope of Colorado, representing USDA, regional and local communities, and a private network provider, will highlight how rural communities in their state have partnered and leveraged multiple funding streams to build broadband networks. Speakers will also describe their communities’ experience in partnering across sectors (private, nonprofit, and government) to utilize broadband as an asset for economic and community development, highlighting lessons learned about how citizens and organizations have depended upon their broadband network during the COVID-19 pandemic.

Create a Powerful Homepage Story to Increase Engagement and Donations
PRESENTER: EVELYN POWERS, DESIGN POWERS
Your nonprofit needs a powerful message that clearly delineates your organization’s goals while keeping the focus on the people who benefit from your services. Often the mission gets overlooked with the necessary task of survival.

In this interactive presentation, learn how to create and organize your homepage content and messaging so that it will resonate with your audience while building the foundation to grow your organization, position your nonprofit as an authority, highlight the problems your organization solves and put your services in the spotlight.

You will also learn simple but easy-to-do design fixes that will increase comprehension and improve the look of your site.

HUD Office of Housing Counseling Updates Amidst COVID-19
PRESENTER: JERRY MAYER, DIRECTOR, OFFICE OF OUTREACH AND CAPACITY BUILDING, U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
Do you have questions about HUD guidelines regarding online housing counseling service delivery in the era of COVID-19? Looking for guidance on foreclosure and eviction moratoria? Confused about the HUD Housing Counselor certification? Then you won’t want to miss this hot-topic HUD Office of Housing Counseling Updates session with Jerry Mayer, Director of Outreach and Capacity Building. Join us get the most recent updates directly from HUD!
REGISTRATION AND PRICING INFORMATION

EVENT PRICING
We’ve made pricing for this event simple and affordable. The package price of just $400 gives you access to as many of the week’s webinars as you like, plus the symposium, and all the networking and afternoon workshops. If you would like to register for a faculty-led course as well, note that these multi-session courses, due to their expanded content, carry an additional surcharge as shown below.

<table>
<thead>
<tr>
<th>COURSES</th>
<th># SESSIONS/WEEKS</th>
<th>NON-NETWORK PRICE</th>
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<tbody>
<tr>
<td>Creative Project Financing Strategies for Affordable Housing (AH226VC)</td>
<td>3</td>
<td>$149</td>
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<tr>
<td>Building a Property Deal Book as a Component of Your Asset Management Plan (AM210VC)</td>
<td>4</td>
<td>$210</td>
</tr>
<tr>
<td>Building Leaders, Building Communities for All (CB277VC)</td>
<td>4</td>
<td>$395</td>
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<tr>
<td>Compliance with State and Federal Regulations (HO105VC)</td>
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<td>Foreclosure Basics (HO109VC)</td>
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<tr>
<td>Grant Proposal Writing (ML173VC)</td>
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To register for the faculty-led courses, which include a surcharge, please follow steps 1-6 below. However, instead of clicking on the tab that says “VIRTUAL TRAINING INSTITUTE” click on the tab that says FACULTY-LED COURSES and proceed to register for the courses you want. Faculty-led courses have a limited number of seats, so register early! If a faculty-led course sells out it will no longer appear on the registration page as an option.

REGISTRATION, STEP-BY-STEP
Follow these steps to register for the NeighborWorks Virtual Training Institute. (If you are a previous Training Institute participant, there are some additional steps here that are necessary because of our switch to a virtual platform; we apologize for the complexity!)

Need assistance? Visit NeighborWorks.org/2020VTI to see a quick how-to guide, or contact us for personalized guidance at nti@nw.org or 800-438-5547. Our Customer Response team is happy to help.

1. Log into NeighborWorks online event registration (NeighborWorks.org/OnlineReg). (If you don’t have an account, follow the instructions on the page to create one.)
2. From your account home page select the tab that says VIRTUAL TRAINING INSTITUTE, Self-Guided Courses and Interactive Webinars.
3. Once the tab opens, click on REGISTER NOW for the AA001WT: August 17-21, 2020 | Virtual Training Institute.
4. Once the catalog menu opens up select AA001WT Virtual Training Institute at the top of the list by checking the SELECT check mark. If you have a discount code for the event this is also where you type it in.
5. Page down to the bottom and click the NEXT button at the bottom of the page. If you have a payment to make you will be directed to a payment screen. Follow the payment page instructions and submit payment to be confirmed for the event. If your discount code covered your full tuition, then you will see a pop-up notice that you are now registered for the event.
6. Once your payment goes through or your discount code is accepted, you will see a confirmation notice, confirming your registration was successful. You will also receive an email confirmation from us. Please be sure to check your junk mail folders just in case you don’t see this in your inbox.

You are now registered for the event, but please continue the steps below…You still have to sign up for your specific sessions!

7. Log back into your NeighborWorks Training Online account and find that tab for VIRTUAL TRAINING INSTITUTE, Self-Guided Courses and Interactive Webinars. It will now have a live link to the event site. Just click on that link to enter the site. Once in the event site you will land on the MY COURSES page where you will find a demo video that you can view with instructions on how to maneuver through the event site, how to sign up for webinars and networking opportunities, how to access the recorded webinars, and how to take your webinar quiz and print your webinar certificate after successfully passing the quiz.
8. You can now proceed to sign up for the webinars and other sessions you’d like. Find them either through the EVENTS -Calendar feature, where all the webinars are listed by calendar date and time, or by the CATALOG -Webinar feature, where you can filter by topic, by date and other categories to sign up for your preferred sessions. If any webinar is full, remember that all webinars will be recorded and available for up to 1 week past the event for you to attend.
9. Once you click the REGISTER button, it will open a description page with more details about the session. Click on the REGISTER button inside the session and you are now signed up for that session. The sessions you sign up for will now appear in your personalized MY COURSES page—so the week of the event, you will only need to go to your page to have access to your sessions, and click the TAKE COURSE button to join each when it begins.

Now you really ARE registered! You can expect to receive a separate email from us with an event guide that will answer your questions and help you get the most from this event. It will also give you instructions on how to sign up for the Peer-to-Peer Conversations and Roundtables.

SCHOLARSHIPS
Limited scholarship assistance may be available to nonprofit organization staff, board members and volunteers. For more information, visit 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.
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 nti@nw.org or 800-438-5547. Our Customer Response team is happy to help.

PAYMENT POLICY
Training Institute package pricing, along with any surcharges for faculty-led courses, 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 nti@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.

REFUND/CANCELLATION POLICY
Notice of cancellation must be received by Wednesday, August 12 to receive a full tuition refund. No refunds will be issued after this date. 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 costs associated with attending any NeighborWorks event or other direct, indirect or consequential damages.

SUBSTITUTION POLICY
Substitution requests will be accepted up to Wednesday, August 12 and requests are subject to course availability and must be submitted in writing to Customer Response at nti@nw.org. You will need to provide the full legal name and email of the person who will be substituting for you, and they must already have an online account created at NeighborWorks.org/OnlineReg for your request to be processed.

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, food delivery from Grubhub, and the facilitated networking vendor.

ATTENDANCE AND CERTIFICATE POLICY
Courses start promptly and conclude on time. Certificates of completion are awarded only to participants who pass the webinar quiz associated with each webinar course. Certificates are not issued for the event symposium or non-course activities.
NeighborWorks® America creates opportunities for people to live in affordable homes, improve their lives and strengthen their communities. Together with our network of nearly 250 local organizations, we build stronger communities in every state, the District of Columbia and Puerto Rico.

### Delivering Knowledge and Expertise

- **457,200** Total housing and counseling services provided
- **26,200** New homeowners
- **173,700** Rental homes owned and/or managed
- **166,300** Customers counseled and educated
- **78,600** Homes repaired

### Investing in Communities

- **47,100** Jobs created and maintained
  *modeled using organization FTE count plus publicly available multipliers from NAR, NAHB and BEA
- **64:1** Congressional appropriation leverage: Investment per dollar of NeighborWorks America’s federal appropriation

For data explanations and more, visit NeighborWorks.org/Impact