

The logo for VTI (Virtual Training Institute) consists of the letters 'VTI' in a bold, white, sans-serif font, centered within a solid green square.

# NEIGHBORWORKS VIRTUAL TRAINING INSTITUTE

MAY 12 - 23, 2025



## ONLINE TRAINING EVENT

### COMPLETE WITH:

- ▶ Webinars with the latest information and updates
- ▶ Accelerated and multi-week faculty-led courses covering innovative approaches
- ▶ Peer learning and networking to bring your coursework to life & enhance your career

# WELCOME TO NEIGHBORWORKS TRAINING — ONLINE!

I'm excited to invite you to spend some quality time online with NeighborWorks during our May Virtual Training Institute! This national event presents a great opportunity for you to refresh your skills, learn about trends and the latest developments in our sector and explore new strategies and approaches that could make a major difference in the work you and your organization do.

Over the course of two weeks (webinars in Week 1, multi-day faculty-led courses in Week 2), you'll have access to intensive courses, personal and professional growth offerings and abundant peer learning and networking opportunities, all in the comfort of your home or office. We're also making it easier for you to earn valuable course credit by offering accelerated versions of some of our most popular faculty-led courses – which allow you to grasp complex topics in only one week.

Check out the event schedule on pages 5 and 6. We've assembled a collection of timely courses that address the challenges and opportunities you're facing in your work today. Some of the exciting new offerings that will expand your professional toolbox:

- ▶ Basic Feasibility Questions for Affordable Housing Projects (AH001wt)
- ▶ Advanced Financial Tools for Asset Managers (CHAM) (AM321vc)
- ▶ Transit-Oriented Development (ED127vcx)
- ▶ Helping Clients Understand New Manufactured Homes (HO037wt)
- ▶ Legacy Planning for Homeownership: Protecting Family Wealth for Future Generations (HO063wt)

And don't miss our free Spotlight Webinar on Wednesday at 12:30—Your Personal Branding Blueprint: From Values to Visibility (ML022wt) – where you'll learn about creating and communicating your personal brand for career advancement and personal impact.

As you choose your courses, be sure to build in time to participate in roundtables and hot-topic sessions over the course of the event. These networking and learning activities allow you to truly connect with colleagues and build a network of peer support. They'll definitely keep you at the top of your professional game.

Our virtual training institutes have brought together thousands of community-serving professionals from around the country to learn and grow in a convenient and cost-effective way. The reviews have been tremendous.

This event will be no exception! At a time of such rapid change, it's critical to invest in your future. The Virtual Training Institute is an unparalleled venue for building your knowledge, skills, and career prospects to meet the moment, while making efficient use of your always-precious budget.

We hope you'll join us, and look forward to connecting with you online.



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

*"I've already implemented the knowledge from the trainings into my daily work."*

*Marietta Rodriguez*

*"I was able to participate in several training options and come away with tools and resources I could share with staff without having to wait until returning from a trip. This kept the momentum going from what was learned."*



# TABLE OF CONTENTS

<b>Welcome to NeighborWorks Training – Online!</b> .....	<b>2</b>
<b>How to Build Your Week of Learning</b> .....	<b>4</b>
<b>Event Schedule- Week 1</b> .....	<b>5</b>
<b>Event Schedule- Week 2</b> .....	<b>6</b>
<b>Affordable Housing</b> .....	<b>7</b>
<b>Asset Management</b> .....	<b>8</b>
<b>Community Engagement</b> .....	<b>9</b>
<b>Financial Capability, Homeownership Education and Counseling.</b> .....	<b>10</b>
<b>Single-Family and Small Business Lending</b> .....	<b>16</b>
<b>Nonprofit Management and Leadership.</b> .....	<b>17</b>
<b>Rural Community Development.</b> .....	<b>19</b>
<b>Peer Learning and Engagement</b> .....	<b>20</b>
<b>Pricing Information and Event Policies</b> .....	<b>21</b>

**THANKS TO OUR SUPPORTERS**

**JPMORGAN CHASE & CO.**

**U.S. Department of Housing and Urban Development**





# 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 navigate our challenging time. Consider the current and future needs of your organization and your community—and don't forget your professional development goals! 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 and are taught in the first week (May 12-16) of this two-week VTI. 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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI. They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three to four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**vcx** Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction – accelerated courses begin the second week (May 19-23) of the two-week VTI.

**\*NOTE:** Due to the time commitment associated with one-week workshops and faculty-led courses, for this event registrants are limited to two (2) one-week workshops OR faculty-led courses.

## 2. ADD IN PEER LEARNING AND ENGAGEMENT

We offer peer learning and opportunities to connect with fellow professionals that bring your coursework to life and enhance your career prospects at the same time. A variety of sessions are being developed prior to the Virtual Training Institute. Times vary, and there are no quizzes or certificates. Best of all, they're free of charge with your course or package registration! You can add these sessions to your schedule at any time after you register, right up the day of the session. See our opportunities on page 19

To find out more about the offerings as they evolve, and to add them to your schedule, visit <https://collabornation.net/springvti2025>.



## REGISTER FOR THE VIRTUAL TRAINING INSTITUTE

### New Accelerated Faculty-Led (vcx) Course Schedule:

#### Day 1 - Two 2-hour live sessions

- ▶ First live session: 12 p.m. - 2 p.m. ET
- ▶ Break: 2 p.m. - 3 p.m. ET
- ▶ Second live session: 3 p.m. - 5 p.m. ET

#### Day 2 - Self-paced coursework

- ▶ Complete online assignments and activities
- ▶ Prepare for Day 3

#### Day 3 - Two 2-hour live sessions

- ▶ First live session: 12 p.m. - 2 p.m. ET
- ▶ Break: 2 p.m. - 3 p.m. ET
- ▶ Second live session: 3 p.m. - 5 p.m. ET

#### Day 4 - Self-paced coursework

- ▶ Coursework due by 11:59 p.m. PT

**REGISTER NOW!**

# EVENT SCHEDULE - WEEK 1

- Webinar
- Peer Learning and Engagement
- HUD Certification Exam Prep Series

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

CST subtract 1 hour    MST subtract 2 hours    PST subtract 3 hours    AST subtract 4 hours    HST subtract 6 hours

All classes are in EST	8:30 a.m.	9 a.m.	9:30 a.m.	10 a.m.	10:30 a.m.	11 a.m.	11:30 a.m.	12 p.m.	12:30 p.m.	1 p.m.	1:30 p.m.	2 p.m.	2:30 p.m.	3 p.m.	3:30 p.m.	4 p.m.		
MONDAY 5/12	H0063wt Legacy Planning for Homeownership: Protecting Family Wealth for Future Generations			10:00 a.m. – 10:30 a.m.	CB001wt Breaking with Isolation: The Power of Neighbors			12:00 p.m. – 12:30 p.m.	AH005wt The Language of Lending and Borrowing			2:00 p.m. – 2:30 p.m.	H0001wt Foreclosure Tune-up				END OF DAY	
					H0060wt Supportive Housing Services & Resources for Veterans				H0055wt Student Loan Repayment Solutions for Today <b>CANCELLED</b>				H0031wt Building a Crisis Response for Rental Counseling and Eviction Prevention					
					ML019wt Creating a Good Experience with Your Brand Online and Beyond				H0026wt Helping Your Clients Save Money for Disasters			Roundtable: Becoming a Learning Organization						
												Roundtable: Making Time Management Work For You						
TUESDAY 5/13	Roundtable: Frontlines of Housing: Solutions for Counselors		AH001wt Basic Feasibility Questions for Affordable Housing Projects			10:00 a.m. – 10:30 a.m.	H0062wt Manufactured Housing as a Climate Resilience Solution			12:00 p.m. – 12:30 p.m.	H0004wt Financial Management: Building Competency in Housing Counseling			2:00 p.m. – 2:30 p.m.	H0043wt Trauma-Informed and Client-Based Approaches to Service Delivery		END OF DAY	
				H0002wt Housing Affordability: Building Competency in Housing Counseling			H0003wt Fair Housing: Building Competency in Housing Counseling				H0063wt Legacy Planning for Homeownership: Protecting Family Wealth for Future Generations							
				H0033wt Protecting Credit and Avoiding Scams in the Midst of A Crisis			ML001wt Keys to Developing a Social Media Strategy for Your Organization											
				H0047wt How to Talk to Your Clients About... Saving for College			Hot Topic: Financial Self-Defense				Roundtable: Accessory Dwelling Units							
WEDNESDAY 5/14	H0028wt Tips, Tools and Techniques for Taking the HUD Exam			10:00 a.m. – 10:30 a.m.	AH006wt Supportive Housing as an Affordable Housing Strategy			12:00 p.m. – 12:30 p.m.	SPOTLIGHT WEBINAR ML022wt Your Personal Branding Blueprint: From Values to Visibility			2:00 p.m. – 2:30 p.m.	AH012wt Inclusive Rental Housing			END OF DAY		
	Roundtable: Coaching Skills for Supervisors		CB002wt Strong Coalitions: Building on Common Interests						H0044wt Designing and Delivering Financial Capability Programs Virtually: Marketing									
					ML015wt Data Visualization Best Practices								H0054wt Preparation for Homeownership in an Era of Change					
													Roundtable: The Great Exhaustion					
															H0038wt Government Loan Basics for Housing Counselors			
THURSDAY 5/15	Roundtable: Executive Transitions		H0037wt Helping Clients Understand New Manufactured Homes			10:00 a.m. – 10:30 a.m.	AM001wt To Self-Manage or Not to Self-Manage Your Property - What is the Answer?			12:00 p.m. – 12:30 p.m.	2:00 p.m. – 2:30 p.m.	AH010wt Shared Equity: More Than One Way to Own a Home			END OF DAY			
				H0045wt Navigating Credit Concerns Amidst an Eviction/Foreclosure			H0028wt Tips, Tools and Techniques for Taking the HUD Exam					H0006wt Avoiding Foreclosure: Building Competency in Housing Counseling						
				H0049wt How to Talk to Your Clients About... Purchasing a Vehicle			H0051wt Foreclosure: Changes, Trends, and Updates to Help Consumers					H0012wt HUD Forms Review for HUD HCAs: An In-Depth Look at the 9902 and more						
							H0052wt Building a HECM Counseling Program: What, Why, Who and How - Part 1					ML013wt The Art and Science of Facilitation						
							Hot Topic: How to Survive a Personal Financial Pandemic® (HSPFP)					Roundtable: Accuracy in Appraisals						
FRIDAY 5/16				10:00 a.m. – 10:30 a.m.	AH004wt Shared Equity Housing: Introduction to Stewardship			12:00 p.m. – 12:30 p.m.	AH009wt From NIMBY to YIMBY			FIRST WEEK OF SPRING VTI ENDS						
					H0007wt Homeownership: Building Competency in Housing Counseling				H0005wt Tenancy: Building Competency in Housing Counseling									
					H0040wt Designing and Delivering Financial Capability Programs Virtually: How to Set Up Your Program for Success				H0053wt Building a HECM Counseling Program: Readiness, Costs, Challenges - Part 2									
					LE002wt So You Want to be a CDFI?				ML012wt Emotional Intelligence at Work									

# EVENT SCHEDULE - WEEK 2

Faculty Led

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

CST subtract 1 hour    MST subtract 2 hours    PST subtract 3 hours    AST subtract 4 hours    HST subtract 6 hours

All classes are in EST	< 10 a.m.	< 10:30 a.m.	< 11 a.m.	< 11:30 a.m.	< 12 p.m.	< 12:30 p.m.	< 1 p.m.	< 1:30 p.m.	< 2 p.m.	< 2:30 p.m.	< 3 p.m.	< 3:30 p.m.	< 4 p.m.	< 4:30 p.m.	< 5 p.m.		
MONDAY 5/19	AH121wk Real Estate Finance Nuts and Bolts																
					H0250vcx Homeownership Counseling Certification: Principles, Practices, and Techniques, Part I												
					ED127vcx Transit-Oriented Development												
					CB108vcx The Power of Communication: Talking, Listening and Messaging												
					AH101vcx The Fundamentals of Affordable Housing Development												
					H0288vcx Rental Eviction Intervention Certification: Part 1												
					ML285vcx Coaching For Transformation												
All classes are in EST	< 10 a.m.	< 10:30 a.m.	< 11 a.m.	< 11:30 a.m.	< 12 p.m.	< 12:30 p.m.	< 1 p.m.	< 1:30 p.m.	< 2 p.m.	< 2:30 p.m.	< 3 p.m.	< 3:30 p.m.	< 4 p.m.	< 4:30 p.m.	< 5 p.m.		
TUESDAY 5/20				H0310vc Financial Coaching: Helping Clients Reach Their Goals													
					ML245vcx Identifying, Cultivating and Leveraging Distinct Leadership Types												
					ML160vcx Competitively Positioning Your Organization for the Future												
								AM321vc Advanced Financial Tools for Asset Managers (CHAM)									
								H0307vc Advanced Foreclosure: Case Study Practicum									
All classes are in EST	< 10 a.m.	< 10:30 a.m.	< 11 a.m.	< 11:30 a.m.	< 12 p.m.	< 12:30 p.m.	< 1 p.m.	< 1:30 p.m.	< 2 p.m.	< 2:30 p.m.	< 3 p.m.	< 3:30 p.m.	< 4 p.m.	< 4:30 p.m.	< 5 p.m.		
THURSDAY 5/22								H0109vc Foreclosure Basics for Homeownership Counselors				H0209vc Delivering Effective Financial Capability Programs					





# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction – accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## AFFORDABLE HOUSING

### AH001wt Basic Feasibility Questions for Affordable Housing Projects

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 everyone needs to answer the basic feasibility questions to ensure success. We will look at organizational readiness, community support, and project siting issues as well as funding and finance. Participants will be actively engaged throughout the session as they consider how the questions relate to their own organization and projects. We may not have all the answers – but we do have all the questions!

### AH004wt Shared Equity Housing: Introduction to Stewardship

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 the tools to the culture and capacity of your own organization and community.

### AH005wt The Language of Lending and Borrowing

There is so 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 – and in investment in your future!

### AH006wt Supportive Housing as an Affordable Housing Strategy

In this webinar, you will learn what supportive housing is and how it differs from typical affordable housing, while also examining the benefits and challenges with this type of affordable housing development. You'll explore the role of property management in supportive housing projects and learn about the importance of design in supportive housing projects.

### AH009wt From NIMBY to YIMBY

For too long, some communities have had a “Not In My Back Yard” (NIMBY) mentality, and it is evidenced in zoning laws and regulations across our country. But research has shown that mixed-income developments and diverse neighborhoods provide better opportunities for lower-income individuals and families. Leveraging existing federal funds and existing partnerships may not be enough to inspire confidence that changes can be made without addressing the root cause of NIMBY mentality. This session will take a look at how we change that NIMBY into a Yes In My Back Yard (YIMBY).

### AH010wt Shared Equity: More Than One Way to Own a Home

Homeownership – often called the fulfillment of the American Dream – seems less accessible to working people today. The growing gap between wages and the cost of homeownership has eroded the buying power of households with modest incomes and low wealth, leaving the opportunities for wealth-building and housing security to an ever-shrinking part of the population and further exacerbating this inequality. In response, local governments, community leaders, and housing providers across the country are turning to alternatives to conventional homeownership to expand people's options for ownership and to preserve affordability and access to places of opportunity. Learn about the details of shared equity and find out if it's an opportunity for your community.

### AH012wt Inclusive Rental Housing

In this session, participants will gain an understanding of affordable and inclusive housing. They will learn the options for preserving affordability and how to be more inclusive in creating and preserving the housing stock in their community. With an overview of how many zoning laws are exclusive, the session will review how cities can be more inclusive in their zoning practices and remove unseen barriers to housing.





# COURSE DESCRIPTIONS

**WT** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## AH101vcx The Fundamentals of Affordable Housing Development

In this comprehensive overview of the real estate development process, learn to evaluate the pros and cons of a real estate project development project and how they can affect an organization's goals. Discuss project assessment, acquisition, finance, construction, marketing, pre-leasing, leasing, and management. Using examples and on-site exercises, we'll review the roles, risks, and rewards of real estate development. This course is for managers working in organizations considering real estate development. It is part of the Consortium for Housing and Asset Management curriculum for Nonprofit Housing Management Specialists (NHMS) seeking the Certified Housing Asset Manager designation.

This is an accelerated four-day faculty-led course that takes place May 19 - 22. Days 1 and 3 consist of a total of four hours of live online instruction, divided into two sessions with a one-hour break in between. Days 2 and 4 are dedicated to self-paced completion of all activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class.

### COURSE SCHEDULE:

**May 19 and May 21** - Two 2-hour live sessions each day

- ▶ First live session: 12:00 p.m. - 2:00 p.m. ET
- ▶ Break: 2:00 p.m. - 3:00 p.m. ET
- ▶ Second live session: 3:00 p.m. - 5:00 p.m. ET

**May 20 and May 22** - Self-paced coursework

- ▶ Complete online assignments and activities
- ▶ Coursework is due by 11:59 p.m. PT on designated day of class

## 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.

This one-week workshop takes place May 19 -23 and includes self-paced online assignments and peer discussion forums. The course is presented in one week, Monday to Friday. Live online session(s) are held during the week with the faculty and participants. Participants should expect to spend approximately six hours on course-related reading and assignments.

### COURSE SCHEDULE:

**May 19 and May 21** - 90-minute live sessions

- ▶ Live session time: 10:00 a.m. - 11:30 a.m. ET
- ▶ Complete online assignments and activities
- ▶ Coursework is due by 11:59 p.m. PT on designated day of class

**May 20, 22, 23** - Self-paced coursework

- ▶ Complete online assignments and activities
- ▶ Coursework is due by 11:59 p.m. PT on designated day of class

## ASSET MANAGEMENT

### AM001wt To Self-Manage or Not to Self-Manage Your Property - What is the Answer?

This course is designed for anyone who owns rental real estate. It provides a framework for evaluating whether self-managing your property or using a third-party property manager best aligns with the goals of both the organization and the properties. It highlights the ten key decision-making points, reviews your roles and responsibilities as a landlord and identifies the specific challenges posed by managing affordable housing.

### AM321vc Advanced Financial Tools for Asset Managers (CHAM)

This course teaches advanced financial analysis topics of interest to affordable housing asset managers. By the end of this course, learners will master a range of techniques to measure the profitability of multifamily real estate. In addition, you will learn to evaluate options for refinancing a property's debt, calculate debt service payments based on a given set of terms, and calculate the maximum debt a property can support.

*Previous successful completion of Financial Fundamentals for Asset Managers (AM291), and its test, is a prerequisite for enrolling in Advanced Financial Tools for Asset Managers - Part 1.*

This class is the first of the two-part Advanced Financial Tools course required for the Certified Housing Asset Manager designation. This course requires a test, successful completion of which is a requirement to achieve the designation. In addition, the Advanced Financial Tools curriculum assumes that learners are proficient in using Excel.

This faculty-led course includes self-paced online assignments and peer discussion forums. It is presented in four weekly live online sessions. Learners should expect to spend approximately four hours per week on course-related reading and assignments.

This course takes place from May 20 - June 16. There will be a 90-minute live session on May 20, May 27, June 3 and June 10 from 1:30 p.m. - 3:00 p.m. ET each day.





# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## COMMUNITY ENGAGEMENT

### CB001wt Breaking with Isolation: The Power of Neighbors

The term “community building” is used in various ways and situations. This course focuses on its most fundamental aspect: developing solidarity among neighbors, which builds community and provides the foundation for sustainable civic engagement. It is the most basic and critical element of community building, but by no means the simplest. This course teaches you 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.

### CB002wt Strong Coalitions: Building on Common Interests

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 the public and private sectors 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.

### CB108vcx The Power of Communication: Talking, Listening and Messaging

Have you ever noticed two people saying almost the same thing, but somehow others only remember that one person said it? That's because there's power in how we communicate. Our words and actions can influence others intentionally and without our even realizing it. This course explores how what we say and the way we say it are equally important. We'll think about how community dynamics, stereotypes and our own individual biases impact what we pay attention to and how we speak. Then we'll learn about different communication tools we can use with different groups and in different situations. Since it's important that we're intentional about how we show up with residents and community members, we'll practice tools like active listening, group facilitation skills, meeting new people and talking to groups.

This accelerated four-day faculty-led course takes place May 19 - 22. Days 1 and 3 consist of a total of four hours of live online instruction, divided into two sessions

with a one-hour break in between. Days 2 and 4 are dedicated to self-paced completion of all activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class.

#### COURSE SCHEDULE:

**May 19 & May 21** – Two 2-hour live sessions each day

- ▶ First live session: 12:00 p.m. - 2:00 p.m. ET
- ▶ Break: 2:00 p.m. - 3:00 p.m. ET
- ▶ Second live session: 3:00 p.m. - 5:00 p.m. ET

**May 20 & May 22** – Self-paced coursework

- ▶ Complete online assignments and activities
- ▶ Coursework is due by 11:59 p.m. PT on designated day of class

### ED127vcx Transit-Oriented Development

Transit-oriented development (TOD) is an increasingly popular approach to sustainable community development, creating compact, walkable communities that provide a mix of affordable housing and retail centered around a transit station. According to the Center for Transit-Oriented Development, by 2030, over 15 million additional households will demand homes within walking distance of public transit and rail systems. TOD can help meet some of that demand. This course uses case studies and peer exchange with practitioners and leaders involved in local community-based TOD projects to help participants understand the value of transit-related development, identify challenges and develop the skills to plan a TOD project, including determining feasibility and sources of financing.

This accelerated four-day faculty-led course takes place May 19 - 22. Days 1 and 3 consist of four hours of live online instruction, divided into two sessions with a one-hour break in between. Days 2 and 4 are dedicated to self-paced completion of all activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class.

#### COURSE SCHEDULE:

**May 19 & May 21** – Two 2-hour live sessions each day

- ▶ First live session: 12:00 p.m. - 2:00 p.m. ET
- ▶ Break: 2:00 p.m. - 3:00 p.m. ET
- ▶ Second live session: 3:00 p.m. - 5:00 p.m. ET

**May 20 & May 22** – Self-paced coursework

- ▶ Complete online assignments and activities
- ▶ Coursework is due by 11:59 p.m. PT on designated day of class



# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## FINANCIAL CAPABILITY, HOMEOWNERSHIP EDUCATION AND COUNSELING

### H0001wt Foreclosure Tune-Up

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. You'll be able 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 exam? 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 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.

### H0003wt Fair Housing: Building Competency in Housing Counseling

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 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 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 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 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 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.

### H0012wt HUD Forms Review for HUD HCAs: An In-Depth Look at the 9902 and More

This course provides an overview of required documents for HUD-approved housing counseling agencies. Participants will review modifications, changes and additions to HUD forms based on the HUD Housing Counseling Handbook (7610 REV 6).

By the end of this course, participants will be able to identify the purpose of the 9900, 9902, 9910 and agency work plan, and understand the impact of the updated HUD Housing Counseling Handbook (7610.1 REV 6) on these items and topics such as Affirmatively Furthering Fair Housing (AFFH). Participants will also be able to identify recent modifications, changes and additions to the 9902 and 9910, define basic counseling scenarios and discuss types and outcomes of counseling. Participants will also learn best practices to help build a strategy for tracking counseling outcomes.



# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## 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, 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. This session teaches you how to strategically motivate your clients to create and implement a disaster emergency savings plan. You will learn more than fifteen specific strategies for helping your clients discover money they can save, and choose the correct savings tool for the money.

## H0028wt 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.

## H0031wt Building a Crisis Response for Rental Counseling and Eviction Prevention

The long-term impact of COVID-19 on renters means that housing counselors are experiencing a substantial increase in rental counseling demand. Following the pandemic, counseling renters have been required to update their current rental counseling processes, including an understanding of new relief programs.

This course will give learners the most current information on the COVID-19 Tenant Relief Act, government assistance programs, eviction moratoria and rental relief options. It will also provide tips and resources so housing counselors can assist clients efficiently and effectively, helping clients avoid eviction after moratoria have been lifted. You will also receive the latest updates on tenant rights and federal procedures during the current health and economic crisis.

## H0033wt Protecting Credit and Avoiding Scams in the Midst of a Crisis

The COVID-19 pandemic 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 may not be able to pay all of their bills, especially debt which can negatively impact their credit. And this 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 many fears surrounding COVID-19 and may block access to legitimate assistance needed for recovery. In this webinar, housing counselors will learn how to best counsel their clients on the necessary steps to protect their credit following the 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

## 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 in 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 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.





# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## 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 understand 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.

## H0040wt Designing and Delivering Financial Capability Programs Virtually: How to Set Up Your Program for Success

With the flexibility and convenience that the virtual world provides, many of today's consumers are seeking out online services. Therefore, nonprofits must keep up with the trends and transition their financial capability education program online now more than ever. This highly engaging and informative 3-part webinar series will provide practitioners with the skills and tools to successfully design and deliver engaging and impactful online financial capability services.

This 90-minute webinar will teach you 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.

## H0043wt Trauma-Informed and Client-Based Approaches to Service Delivery

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 learn effective service delivery practices that will ensure accessibility and responsiveness to various needs. You also will identify self-care strategies that support your interpersonal work with clients.

## H0044wt Designing and Delivering Financial Capability Programs Virtually: Marketing

With the flexibility and convenience that the virtual world provides, many of today's consumers are seeking out online services. Therefore, nonprofits must keep up with the trends and transition their financial capability education program online now more than ever. This highly engaging and informative 3-part webinar series will provide practitioners with the skills and tools to successfully design and deliver engaging and impactful online financial capability services.

This 90-minute webinar will teach you how to better understand and target specific audiences. You will learn tools and techniques such as demographic and psychographic analysis that can help better address 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.

## H0045wt Navigating Credit Concerns Amidst an Eviction/Foreclosure

Homeowners and renters alike are finding themselves wondering what happens as they move toward eviction from their homes. Will they ever be able to rent or purchase a home again? As a counselor, how can you help? When an eviction or foreclosure is inevitable, providing timely and accurate steps to navigate the credit implications, while giving hope of moving beyond the crisis, is a valuable skill. This 90-minute faculty-led webinar will provide you with approaches and reinforce the tools and skills you need to help clients transition gracefully and equip them for the journey to restore and rebuild.





# COURSE DESCRIPTIONS

**wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**vcx** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## H0047wt How to Talk to Your Clients About... Saving for College

In previous generations, aspiring college students could apply to their local state college or university and attend while paying their tuition through part-time or summer work. Through the disinvestment of public universities, the financial burden has shifted to aspiring degree-holders and caused the most harm to low-income/low-wealth students - particularly those of color. This course aims to explain the macro causes for the rise in college costs and to give learners strategies to use with clients who hope to send their children (or themselves) to college. You'll learn about what caused this stark increase in the cost of higher education, how families are saving for college today, and what to look for in financial aid to help defray tuition costs. This 90-minute webinar will cover topical knowledge and actionable steps you can take when working with your clients.

Upon successful completion of this course, participants will understand the macro causes of the rise in the cost of college, become familiar with the ins and outs of 529 College Savings Plans, know how Children's Savings Accounts work and what to consider when setting one up, and gain knowledge in what to look for regarding grant-based financial aid at colleges and universities.

## H0049wt How to Talk to Your Clients About... Purchasing a Vehicle

For many clients, owning a reliable vehicle is life-enhancing, as it allows for expanded employment opportunities and provides ease and peace of mind for day-to-day activities such as grocery shopping, going to the laundromat or attending doctor's appointments. However, for some, this purchase carries the risk of buying a vehicle that needs significant repairs or taking on an auto loan with high interest rates. This webinar will give you the knowledge and skills to guide your clients through one of the most expensive purchases they will make. Upon successful completion of this training, participants will understand the state of car sales in the United States post-COVID, become familiar with the steps to take in preparing to purchase a car, be able to explain how to do your due diligence when applying for financing and know how to protect a car with insurance and optional add-ons.

## H0051wt Foreclosure: Changes, Trends, and Updates to Help Consumers

This interactive webinar will provide updates on the ever-changing landscape of foreclosure. Many homeowners face new threats of losing their homes due to more than just loss of income - changing values, sellers' versus buyers' market and other looming threats. How can you help? This webinar will cover the latest intervention processes, resources, insight into the regulatory changes that support loss mitigation protections for homeowners, and recommendations for providing foreclosure prevention when the payment assistance programs are gone.

## H0052wt Building a HECM Counseling Program: What, Why, Who and How - PART 1

This webinar will briefly review the history of the HECM loan program and the reasons for the counseling requirement. Participants will learn about the different types of homeowners who apply for HECM loans and the varying needs HECM borrowers hope to address. The content and structure of HECM counseling sessions will be described, along with the skills, credentials and tools counselors need to meet HUD requirements to provide this service. By the end of the webinar, participants will be able to list the steps they would need to take to start doing HECM counseling.

## H0053wt Building a HECM Counseling Program: Readiness, Costs, Challenges - PART 2

In this webinar, counselors and managers will consider their agencies' current level of readiness to offer HECM counseling, including staff time, availability of supervision and resources. Costs of providing the service will be outlined, and funding possibilities will be discussed. Concerning agencies of different sizes and capacities, participants will be encouraged to consider what challenges might lie ahead and where to start. Finally, we will look at an example of the potential assistance and support offered by a network of counseling agencies.

By the end of this webinar, participants will have considered their readiness at an agency level to offer HECM counseling. They will be able to name at least two steps they could take toward building a HECM counseling program.







# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction – accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## H0054wt Preparation for Homeownership in an Era of Change

The homebuying market and economic conditions are experiencing a record number of shifts that haven't been seen in almost four decades. In this webinar, participants will learn about current housing market trends and projections that impact how they work with prepurchase clients, including key changes in helping the non-US citizen population buy a home. Focusing on the current barriers to homeownership, participants will learn new counseling strategies to increase a client's chance of buying a home in today's market. Participants will also learn how to enhance client participation in the housing counseling program and keep it relevant, timely and impactful as they serve new potential homebuyers.

## H0055wt Student Loan Repayment Solutions for Today **CANCELLED**

In this webinar, you'll get the very latest information about student loan repayment in the wake of the summer 2023 Supreme Court decision to strike down the student loan forgiveness plan. The session will cover key components of student loan repayment commencing in October 2023. You'll gain a solid understanding of the steps in planning for repayment, the on-ramp transition period, the Income-Driven Repayment (IDR) Account Adjustment, the Fresh Start program, the Saving on a Valuable Education (SAVE) Plan, and the Higher Education Act new student loan forgiveness plan. It's a lot to grasp, so let us guide you!

## H0060wt Supportive Housing Services and Resources for Veterans

This webinar will familiarize counselors supporting veterans with the range of services offered by the Veterans Administration and how veterans can access these services for themselves and their families. The services covered include housing, financial assistance, mental health support, fair housing practices and rental assistance. This course is essential for counselors looking to offer vital services to veterans affected by life events and equip them with additional resources and support.

By this course's conclusion, participants will be able to implement impactful training methodologies, materials and approaches to assist veterans in accessing support that enhances the probability of positive outcomes. Counselors will develop skills aligning with those of the veteran service officers assigned to veterans seeking aid from the Veterans Administration, offering comprehensive and supportive assistance.

## H0062wt Manufactured Housing as a Climate Resilience Solution

Escalating environmental concerns and the urgent need for sustainable living, coupled with rising energy costs, means housing counseling clients must find ways to save money while living in more climate-resilient homes. Luckily, manufactured housing provides a key by:

- ▶ Making home construction more environmentally friendly and more affordable
- ▶ Applying modern standards in energy efficiency, solar readiness, and home electrification
- ▶ Including extreme weather-resistant features

Counselors will gain insights into the construction processes and design specifications of highly resilient manufactured homes and understand how these homes meet clients' needs. Join us for an enlightening webinar exploring the untapped potential of manufactured homes in fostering energy efficiency, building client resilience and saving clients money.

## H0063wt Legacy Planning for Homeownership: Protecting Family Wealth for Future Generations

Homeownership is more than a milestone – it's a foundation for building wealth and creating a lasting legacy for your family. However, safeguarding this valuable asset requires thoughtful planning and strategic decision-making. Participants will learn how to guide homeowners in preparing their property for a seamless transition to future generations. Designed for professionals assisting homeowners in creating their legacy, this session provides actionable steps, expert advice, practical tools and resources to empower your clients to secure their most valuable asset. This is the first step in helping your clients create a strong legacy for their families.







# COURSE DESCRIPTIONS

**WT** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## H0109vc Foreclosure Basics for Homeownership Counselors

This course is beginner- to intermediate-level 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. We will address:

- ▶ Default and delinquency, 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. Before taking this course, one year of general homeownership counseling experience is recommended. This faculty-led course includes self-paced online assignments and peer discussion forums. The course is presented in four weekly lessons. Learners should expect to spend approximately four hours per week on course-related reading and assignments.

This course takes place from May 22 to June 18. There will be a 90-minute live session on May 22, May 29, June 5 and June 12 from 1:30 p.m. to 3:00 p.m. ET.

## H0209vc Delivering Effective Financial Capability Programs

Learners in this course will build the skills needed to deliver effective financial capability programs. Financial capability programs aim to build customers' capacity, based on knowledge, skills, and access, to manage financial resources prudently and effectively so that they reach their financial goals and build financial health. Applicable across a range of financial capability programs, this course focuses on how to deliver programs and services that work. It includes current practices and tools to support customers' journeys in the program from pre- to post-service delivery. Learners will know how to better understand their customers. In turn, learners will increase their ability to engage customers in the program, deliver tailored services that meet customers' needs, and keep customers motivated to change behaviors and reach goals over the course of the program. This faculty-led course includes self-paced online assignments and peer discussion forums. It is presented in four weekly lessons. Learners should expect to spend approximately four hours per week on course-related reading and assignments.

This course takes place from May 22 - June 18. There will be a 90-minute live session on May 22, May 29, June 5 and June 12 from 3:30 p.m. - 5:00 p.m. ET.

## H0250vcx Homeownership Counseling Certification: Principles, Practices and Techniques, Part I

This course is for pre-purchase homeownership counselors with at least one year of 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.

This is an accelerated two-week faculty-led course that takes place May 19 - 30. The first week comprises two hours of live online instruction Monday through Friday, and the second week comprises two hours of live online instruction Monday through Wednesday. Each course day may include self-paced completion of course activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class specified in the activity or assignment.

### COURSE SCHEDULE:

**WEEK ONE – May 19 - 23:** 2-hour live sessions daily

- ▶ Daily live session: 12:00 p.m. - 2:00 p.m. ET
- ▶ Self-paced coursework due by 11:59 p.m. PT on the designated day of class

**WEEK TWO – May 26 - 28:** 2-hour live sessions daily

- ▶ Daily live session: 12:00 p.m. - 2:00 p.m. ET
- ▶ Self-paced coursework due by 11:59 p.m. PT on the designated day of class

**May 29**

- ▶ Self-paced coursework due by 11:59 p.m. PT on the designated day of class





# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction - accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## H0288vcx Rental Eviction Intervention Certification: Part 1

Rental eviction has significant impacts on a person's finances and life. Just over one-third of U.S. households are renters, and more likely to be young people, people of color, and/or people with lower incomes. As such, those groups are disproportionately affected when waves of rental evictions occur due to local and national economic events. How can organizations prepare for a rise in rental evictions, and what skills do housing counselors need to help clients avoid or reduce the negative impacts of evictions?

This course will provide counselors with the knowledge, skills, and tools to effectively work with renters in crisis, navigate the local rental eviction process and collaborate with landlords, courts and other social service providers when relevant. By the end of the course, participants will have developed knowledge, skills, and abilities that will enable them to better support clients in preventing rental evictions and reducing harm when rental evictions cannot be prevented.

This accelerated 6-day faculty-led course takes place May 19 - May 26. Days 1, 3, and 5 consist of a total of 4 hours of live online instruction, divided into two sessions with a 1-hour break in between. Days 2, 4, and 6 are dedicated to self-paced completion of all activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class.

### COURSE SCHEDULE

**May 19, 21, 23** – Two 2-hour live sessions daily

- ▶ First live session: 12:00 p.m. - 2:00 p.m. ET
- ▶ Break: 2:00 p.m. - 3:00 p.m. ET
- ▶ Second live session: 3:00 p.m. - 5:00 p.m. ET

**May 20, 22, 26** – Self-paced coursework

- ▶ Complete online assignments and activities due by 11:59 p.m. PT on the designated day of class

## H0307vc Advanced Foreclosure: Case Study Practicum

Recommended for counselors with at least one year of foreclosure intervention counseling experience and who have already completed H0345rq. Familiarity with foreclosure concepts, terminology and counseling practices will be assumed.

Foreclosure counselors must master certain core content to become effective and efficient counselors. 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. This course is an opportunity to practice foreclosure intervention skills in a hands-on setting, and satisfies Part II of the training requirements for the Foreclosure Intervention and Default Counseling Certification. By the end of this course, the participant will be able to individually evaluate a client's situation, determine

budget issues and counseling topics and use advanced counseling techniques to bring about the best possible resolution.

This faculty-led course includes self-paced online assignments and peer discussion forums. The course is presented in four weekly lessons. Learners should expect to spend approximately four hours per week on course related reading and assignments.

This course takes place from May 20 - June 16. There will be a 90-minute live session on May 20, May 27, June 3 and June 10 from 1:30 p.m. - 3:00 p.m. ET.

## 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' habits so that they can reach financial security. In this faculty-led online course, learners will gain an understanding of how to effectively incorporate coaching techniques into their financial capability programs. By using practical experience and demonstration activities, you'll learn coaching essentials, including facilitation and listening skills and goal setting and accountability methods. Learners will recognize how coaching differs from and complements counseling, financial education and other services aimed at building consumers' financial security. You'll return to work ready to amplify your impact!

This faculty-led course includes self-paced online assignments and peer discussion forums. The course is presented in four weekly lessons. Learners should expect to spend approximately four hours per week on course related reading and assignments.

This course takes place from May 20 - June 16. There will be a 90-minute live session on May 20, May 27, June 3 and June 10 from 11:30 a.m. - 1:00 p.m. ET.

## SINGLE-FAMILY AND SMALL BUSINESS LENDING

### LE002wt So You Want to Be a CDFI?

In this 90-minute webinar, you will learn about the key strategic questions your organization should ask if you are considering becoming a community development financial institution. The webinar will cover key components of adding lending to your business model and how to assess your organization's readiness in each area. This includes assessing your mission and market, considering appropriate products and services, determining your internal capacity to start and grow a lending program, evaluating your legal structure and identifying key partnerships necessary to support a successful community development lender.



# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction – accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## NONPROFIT MANAGEMENT AND LEADERSHIP

### ML001wt Keys to Developing a Social Media Strategy for Your Organization

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 their 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.

### ML012wt Emotional Intelligence at Work

The rapidly changing world of neuroscience has given rise to concepts of multiple types of intelligence, including emotional and social intelligence. Success in an organization is no longer solely defined by task skills, abilities and traditional leadership models. Self-awareness of our emotions and those of others is critical to building healthy organizations. In this webinar, we will explore the emotional intelligence framework, the specific EI quadrants of the Goleman Model and the science behind it all. We will identify how EI impacts our organizations, leadership and teams. Participants will leave with a better sense of what EI is and why it is so important to our work.

### ML013wt The Art and Science of Facilitation

Group facilitation is both an art and a science. While most of us learn to facilitate from experience, there are proven methods that can improve our skills and maximize our impact. This is especially true now that we are learning to facilitate in a mostly virtual world. During this webinar, we will look at changes to make when facilitating online and core skills that remain the same, no matter the medium. You'll also identify your personal facilitation strengths and weaknesses and gain a better understanding of how your values impact your work. We will look at best practices for leading groups towards decision-making and strategies for managing group dynamics.

### ML015wt Data Visualization Best Practices

Good visualization techniques help you tell your essential story to funders, partners and other key stakeholders – a critical part of working toward your mission! This webinar will focus on how to communicate your data's story. We'll talk about data visualization best practices, including how to make clear graphs and charts, color accessibility and consistent formatting. This webinar will be based in Tableau, but no previous Tableau experience is required.

### ML019wt Creating a Good Experience with Your Brand Online and Beyond

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 to advance your mission and spark collective change.

## SPOTLIGHT WEBINAR

### ML022wt Your Personal Branding Blueprint: From Values to Visibility

Whether you're navigating career growth or community impact, your personal brand is your most powerful tool. Join us for an interactive session to help you identify your core values, start to build your personal brand, and learn to communicate your "why" effectively. Additionally, we will explore how to leverage technology to align and amplify your brand for your current role and future opportunities.





# COURSE DESCRIPTIONS

**Wt** - Courses designated with wt are webinar training courses, and are taught in the first week (May 12-16) of this two-week VTI.

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 multi-week faculty-led courses, and begin the second week (May 19-23) of the two-week VTI.

They provide:

- ▶ In-depth exploration and education on an important topic.
- ▶ Course content spread over three-four weeks according to your schedule, along with a weekly live session.
- ▶ The ability to interact with your peers and expert faculty to explore your organization's unique situation.
- ▶ A variety of online tools to enhance your learning and facilitate your coursework.

**VCX** - Our newest course type, based on participant feedback for shorter, more intensive courses with maximum opportunity for faculty and peer interaction – accelerated courses begin the second week (May 19-23) of the two-week VTI.

CEUs and certification credits are noted in the course descriptions.

**REGISTER NOW!**

## ML160vcx Competitively Positioning Your Organization for the Future

Your nonprofit organization and programs each have a position in the marketplace, whether or not that position is intentional on the part of the organization's leaders – and this position can profoundly impact your success. In this course, you will learn new ways of thinking about “positioning” and applying these concepts to organizational planning, management and marketing approaches. You will leave the class better prepared and more proactive in defining your organization's or program's most advantageous position. And you will be able to focus your planning and communications efforts more effectively.

This accelerated four-day faculty-led course takes place May 20 – 23. Days 1 and 3 consist of a total of four hours of live online instruction, divided into two sessions with a one-hour break in between. Days 2 and 4 are dedicated to self-paced completion of all activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class.

### COURSE SCHEDULE:

**May 20 & May 22** – Two 2-hour live sessions each day

- ▶ First live session: 12:00 p.m. – 2:00 p.m. ET
- ▶ Break: 2:00 p.m. – 3:00 p.m. ET
- ▶ Second live session: 3:00 p.m. – 5:00 p.m. ET

**May 21 & May 23** – Self-paced coursework

- ▶ Complete online assignments and activities
- ▶ Coursework is due by 11:59 p.m. PT on designated day of class

## ML245vcx Identifying, Cultivating and Leveraging Distinct Leadership Types

Have you ever been drawn to an incredible leader, only to discover that someone else thinks they're a terrible leader? Or maybe you've been confused as to why others are drawn to a leader you could never support. The reality is that not all leaders are the same. Even though many of us may describe leadership similarly, the ways we lead and the expectations we have for leaders are often very different. This course digs into how our backgrounds, life experiences and social norms influence the way that we lead. Equally important, we explore how those factors influence the way we assess other leaders around us. Together we'll look at leadership from two angles. First, we'll consider the way you lead—including how you think, feel, and act as a leader. Then we'll explore how our own perceptions and background impact our expectations for emerging leaders around us. If you're motivated to strengthen your own leadership skills, cultivate new talent within your organization and hone your skills in identifying and supporting local community leaders, we invite you to join us!

This accelerated four-day faculty-led course takes place May 20 – 23. Days 1 and 3 consist of a total of four hours of live online instruction, divided into two sessions with a one-hour break in between. Days 2 and 4 are dedicated to self-paced completion of all activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class.

### COURSE SCHEDULE:

**May 20 & May 22** – Two 2-hour live sessions each day

- ▶ First live session: 12:00 p.m. – 2:00 p.m. ET
- ▶ Break: 2:00 p.m. – 3:00 p.m. ET
- ▶ Second live session: 3:00 p.m. – 5:00 p.m. ET

**May 21 & May 23** – Self-paced coursework

- ▶ Complete online assignments and activities
- ▶ Coursework is due by 11:59 p.m. PT on designated day of class

## ML285vcx Coaching for Transformation

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

This accelerated 6-day faculty-led course takes place May 19 – May 27. Days 1, 3, and 5 comprise 4 hours of live online instruction, divided into two sessions with a 1-hour break in between. Days 2, 4, and 6 are dedicated to self-paced completion of all activities and assignments. All required coursework is due by 11:59 p.m. PT on the designated day of class.

### COURSE SCHEDULE:

**May 19, 21, 23** – Two 2-hour live sessions daily

- ▶ First live session: 12:00 p.m. – 2:00 p.m. ET
- ▶ Break: 2:00 p.m. – 3:00 p.m. ET
- ▶ Second live session: 3:00 p.m. – 5:00 p.m. ET

**May 20, 22, 27** – Self-paced coursework

- ▶ Complete online assignments and activities due by 11:59 p.m. PT on the designated day of class

# PEER LEARNING AND ENGAGEMENT

Our goal is to give you a comprehensive training experience that includes career enhancement, personal development and peer learning. To offer something for every kind of learner at every career stage, we've developed "extracurricular" offerings that augment your course session experience and bring your expert-led learning to life.

Check out these sessions and add the interesting ones to your schedule. They're free with your course registration, and we encourage you to participate with your fellow learners. A great way to learn something new and build professional connections!

## MONDAY, MAY 12

### Becoming a Learning Organization

2 – 2:45 P.M.

Come find out how building purposeful points of reflection into your work can accelerate your organization's results and create even greater impact. We will cover emergent learning practices and tools, such as Before- and After-Action Reviews, Powerful Questions, and Learning Agendas. We will also discuss how to craft an evaluation framework to support program improvement and tell your organization's story of impact. Finally, we will discuss how to weave emergent learning and evaluation frameworks together to create learning loops that support deeper organizational learning.

2 – 2:45 P.M.

### Making Time Management Work for You

Let's talk about how time management is not a one-size-fits-all solution. It's unique to everyone. Let's learn to F.O.C.U.S. together. Join us to find out what F.O.C.U.S. stands for – and how to use it to enhance your work!

## TUESDAY, MAY 13

### Frontlines of Housing: Solutions for Counselors

9 – 9:45 A.M.

Maintaining sanity in times of uncertainty requires a blend of self-care, professional strategies and community support. Let's talk through some practical approaches.

2 – 2:45 P.M.

### Accessory Dwelling Units (ADUs) – How to Make Them Work in Your Community

How to develop an ADU program – identifying potential partners, target audiences and land use. Join us with your questions and learn from people who are doing the work!

## WEDNESDAY, MAY 14

### Coaching Skills for Supervisors

9 – 9:45 A.M.

A key role of every supervisor is to assist their staff in achieving their best job performance. Coaching is an ongoing process of helping employees identify and overcome obstacles hindering them from excelling at their jobs. More and more organizations are hearing that to be an effective manager, it is important to sometimes coach your staff. Come learn great coaching skills to motivate, energize and support your team.

2 – 2:45 P.M.

### The Great Exhaustion

The Great Exhaustion is a term used to describe a widespread feeling of burnout and exhaustion that's affecting people around the world. Let's get together to talk about life post-pandemic, and the struggle and stress of balancing work and life. We will also share ways we are moving forward together from a life of exhaustion into a life of balance and harmony.

## THURSDAY, MAY 15

### Executive Transitions

9 – 9:45 A.M.

Are you an executive 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 a tremendous long-term impact – and really make or break an organization! Explore the four stages of executive transitions: Anticipating, Preparing, Pivoting/Searching and Thriving.

2 – 2:45 P.M.

### Accuracy in Appraisals

Participants will explore how unconscious and systemic biases can influence evaluations in various contexts. Join us and learn what to watch out for!

# PRICING INFORMATION AND EVENT POLICIES

## EVENT REGISTRATION

At NeighborWorks America, we are committed to providing an equitable, inclusive, respectful and supportive professional learning experience for all participants. Above all, our policies and procedures facilitate an environment that encourages diverse perspectives and the open exchange of ideas so that everyone can grow. We appreciate your adherence to these policies and procedures, and the part you play in ensuring a successful event experience. If we can be of assistance, email us at [nti@nw.org](mailto:nti@nw.org) or call us at 800-438-5547.

## PRICING

Based on participant requests for discounted package pricing, we're offering the following to maximize your value:

PACKAGE	INCLUDES	GENERAL ADMISSION	NETWORK
<b>All-Access Package*</b>	<b>Unlimited webinars, Spotlight Webinar, networking activities (roundtables and hot topics), &amp; your choice of a standard faculty-led course, accelerated faculty-led course or one-week workshop.</b>	<b>\$1,250</b>	<b>\$830</b>
<b>Week of Webinars &amp; Peer-Learning Combo</b>	<b>Five webinars and unlimited peer learning</b>	<b>\$700</b>	<b>\$665</b>
<b>Faculty-Led &amp; Peer-Learning Combo</b>	<b>One faculty-led course and unlimited peer learning</b>	<b>\$665</b>	<b>\$460</b>
<b>A LA CARTE ADD-ON ITEMS</b>			
<b>Faculty-Led Courses - Standard (vc)*</b>		<b>\$565</b>	<b>\$395</b>
<b>Faculty-Led Courses - Accelerated (vcx)*</b>		<b>\$565</b>	<b>\$395</b>
<b>One-Week Workshop*</b>		<b>\$280</b>	<b>\$195</b>
<b>Webinar</b>		<b>\$120</b>	<b>\$120</b>

\* Add-on activities can be added to any packages.

\* All-Access Package—space is limited in faculty-led courses and one week workshops, so register early!

\* NOTE: To set you up for success, you can only register for one (1) accelerated course (VCx or WKx) for this event. You may register for up to two (2) standard faculty-led courses (VC).

## REGISTRATION AND PAYMENT

Registration is easy! [Visit our event site to register online](#) and follow our visual step-by-step registration guide. Credit card payment is required at the time of registration. To arrange payment by check or to arrange group registrations, please email us at [nti@nw.org](mailto:nti@nw.org). We recommend that all registrants make their final webinar selections by no later than May 7.

## CHANGES, SUBSTITUTIONS, CANCELLATIONS AND REFUNDS

Faculty-led courses or one-week workshops may be exchanged directly in the event site until May 7. After this date only webinars may be exchanged up until the webinar start time. For all other changes, please email [nti@nw.org](mailto:nti@nw.org) or call us at 1-800-438-5547.

Participant substitutions cannot be processed for this event. To change participants, please cancel the original registrant before May 7 and register the new participant separately.

If you need to cancel, please cancel in writing via email by no later than May 7 for a refund. Cancellations after that date will not be entitled to a refund.

## ATTENDANCE, SESSION RECORDINGS, FINAL QUIZZES AND CERTIFICATES

All sessions start and end promptly. Certificates of completion are awarded only to participants who attend the whole session and pass the final quiz for each course.

For webinars, the event will remain open until May 30 to allow participants to view session recordings, finish up quizzes and print online certificates; one-week workshops and faculty-led courses will have a separate due date schedule for course work and quizzes that will be provided directly to participants at the start of the course. Both the recorded sessions and webinar quizzes will be added to your event MY COURSES | YOUR SCHEDULE page. Attendees have three attempts to pass the webinar quiz. 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. Peer learning sessions will not be recorded.

## SHARING OF PERSONAL INFORMATION

NeighborWorks America is committed to protecting your personal information. In order to support your participation in this Virtual Training Institute, we will need to 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 peer learning vendors.

## KEY EVENT DEADLINES:

### MAY 7:

Last day to register or exchange a faculty-led course or one-week Workshop.

### MAY 7:

Last day to cancel for a refund.

### MAY 7:

Recommended last day to select webinar sessions to guarantee your access to the webinar recordings.

### MAY 30:

Last day to download your certificate of completion. Site closes at 5 p.m. ET on this date.

For more event information visit: <https://neighborworks.org/Training-Services>

For customer support reach us at [trainingevents@nw.org](mailto:trainingevents@nw.org) or 1-800-438-5547



*Join Us in New Orleans*  
**AUGUST 25-29, 2025**

# SAVE THE DATE!



## **NEIGHBORWORKS TRAINING INSTITUTE**

**Join us in New Orleans for our final Neighborworks Training Institute of 2025 and invest in your NOW.**

*You'll find more than 75 courses of 1-5 days to choose from, along with:*

- ▶ Workshops on the latest industry trends and topics
- ▶ A special Tech Showcase that highlights technology to improve your workflow and enhance your impact
- ▶ Regional meet-ups and other activities that facilitate connection with your peers and friends
- ▶ Additional opportunities for professional and personal growth
- ▶ FUN! (Laissez les bon temps rouler – let the good times roll!)

To stay updated on this cornerstone event, as well as regularly scheduled online training offerings throughout the year, check back at [NeighborWorks.org/Training](https://NeighborWorks.org/Training).