



Neighborhood Networks Interactive Virtual Learning Courses

*Delivering Educational Opportunities
to Center Desktops*



Delivering Technology Access to America's Communities

Neighborhood Networks Interactive Virtual Learning Courses:

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Many Neighborhood Networks centers would like to offer residents all of the programs they need to succeed. However, finding the money to pay for instructors and purchase materials, or finding partners who can provide the necessary staffing and resources are challenges that can be difficult to overcome. The same is true when it comes to center staff's participation in professional development activities. Center staff members recognize the vital role continuing education plays in helping them sustain and improve center operations; however, staff training is often a line item that gets cut from already-lean center operating budgets.

To help center staff provide more training opportunities to residents and engage in professional development courses that will help them create a center that truly is a community asset, the U.S. Department of Housing and Urban Development (HUD) developed the Neighborhood Networks Interactive Virtual Learning Courses (IVLCs). The IVLCs have three objectives:

- To provide learning opportunities in an engaging and supportive environment.
- To increase access to relevant information in support of Neighborhood Networks center sustainability and resident self-sufficiency; and
- To allow participants to question and practice what they have learned.

Offered free of charge to center staff and residents and taught by subject-matter experts, the Neighborhood Networks IVLCs consist of audio and video presentations, quizzes and evaluations, interactive tools, and content designed specifically to meet Neighborhood Networks stakeholder needs.

Each IVLC will include live, online, and real-time interaction between the instructor and participants. However, should center staff or residents be unable to participate in a live discussion, they can visit the Neighborhood Networks Learning Library on the Neighborhood Networks Web site (www.NeighborhoodNetworks.org) to access IVLCs. Each IVLC will be recorded and stored in this online library, so it can be accessed 24/7 and completed at a pace that fits the participant's learning style. Also available in the Neighborhood Networks Learning Library will be answers to Frequently Asked Questions (FAQs) received from individuals who participate in the live and archived sessions.

With the Neighborhood Networks IVLCs, center staff can offer more training opportunities to residents, and engage in professional development classes that help them achieve greater success.

Course Descriptions

In 2009, HUD will offer eight Neighborhood Networks IVLCs to center staff and residents. Each course will begin with a quiz to allow participants to determine their learning level. A post-IVLC quiz will also be given to allow participants to measure their learning progress. After completion of an IVLC, each participant will receive a certificate of completion. For an updated schedule of live IVLC start dates, please check www.NeighborhoodNetworks.org.

Center Staff-Focused Courses: Enhancing Center Operations

Center staff-focused IVLCs promote center sustainability and are designed to help center staff members maintain effective centers. In 2009, the following five staff-focused IVLCs will be offered.

Effective Budgeting

This course addresses primary budgeting challenges for Neighborhood Networks centers. The course objectives are to prepare participants to develop a mock program and/or operating budget. Participants will gain the necessary tools to create these documents, including the criteria that make a budget effective, and methods for working effectively with a property management company and/or board to increase/enhance the center's budget. Participants will also learn how to determine the types of budgets needed for a center, obtain budgeting resources, and develop tools for monitoring and evaluating budgeting goals and objectives.

Upon completion of this course, participants will possess the skills and knowledge necessary to:

- Define budget purpose(s).
- Set attainable budget goals.
- Plan center/program/project budgets.
- Identify budget incomes and expenses.
- Review budget methods for usefulness and relevance.
- Avoid common budgeting pitfalls and challenges.

Course Frequency

Three 30-minute sessions with following Q&A sessions. This course will be archived and available at any time online in the Neighborhood Networks Library at www.NeighborhoodNetworks.org.

About the Instructor

LaKeisha Jackson is the executive director of Pathway to the Future Learning Center, a nonprofit community center that helps disadvantaged and at-risk youth develop personal, professional, and educational skills. The president of the Indiana Neighborhood Networks Consortium, Ms. Jackson taught the "Effective Budgeting for Neighborhood Networks Centers" workshop at the 2008 Neighborhood Networks Regional Technical Assistance Workshops. Ms. Jackson earned a Master in Business Administration and a Bachelor of Science degree in business management from Indiana Wesleyan University. She has more than 15 years of professional experience.

Fundraising

The Fundraising Interactive Virtual Learning Course will demystify the sometime daunting field of fundraising, which is the life-blood of most organizations. Fundraising is not a task that should be approached lightly, without prior planning, or without knowledge and reasonable expectations as to the amount donors are likely to give. The course objectives are to develop a fundraising plan that will help increase a Neighborhood Networks center's sustainability. By gaining exposure to a variety of fundraising tactics, discussing the pros and cons of various fundraising strategies, and gaining greater self-confidence to invite others to provide support, participants will be able to develop an effective plan for their centers.

Upon completion of this course, participants will have the skills and knowledge necessary to:

- Develop a realistic plan for annual fundraising targets.
- Determine which fundraising tactics are best suited to various donors.
- Implement a variety of fundraising tactics.

Course Frequency

Eight 30-minute sessions with following Q&A sessions. This course will be archived and available at any time online in the Neighborhood Networks Library at www.NeighborhoodNetworks.org.

About the Instructor

Ronald Stewart, Ph.D., has helped numerous large and small organizations secure federal, state, and local resources. An experienced grantwriter, Dr. Stewart has provided Neighborhood Networks with grantwriting and fundraising training for the past three years at several venues across the United States. Among the hallmarks of Dr. Stewart's consultation work within the nonprofit and public sectors are his tailored and practical solutions for organizations, staff, and volunteers. His services include a wide array of capacity-building interventions, such as executive coaching, executive search, board development, planning, evaluation, discussion facilitation, and fundraising.

Dr. Ronald Stewart holds a Doctorate in interdisciplinary studies in organizational leadership and management from The Union Institute and University, a Master of Arts in nonprofit organizations from Case Western Reserve University, and a Bachelor of Arts in rhetoric and communications from Kent State University.

Grantwriting

The Grantwriting Interactive Virtual Learning Course will discuss all aspects of the grantwriting cycle, from identifying potential funding sources to submitting a proposal. The main course objective is to develop a complete grant proposal. Participants will deconstruct the key elements of a grant request/proposal, identify the key players who make decisions regarding grant requests, and learn how to research funders. They will also gain experience role playing the grant review process and discussing the pros and cons of hiring a consultant as a grantwriter.

Upon completion of this course, participants will possess the skills and information necessary to:

- Understand basic grantwriting concepts.
- Understand the grant making process.
- Write a thoughtful grant request.

Course Frequency

Eight 30-minute sessions with following Q&A sessions. This course will be archived and available at any time online in the Neighborhood Networks Library at www.NeighborhoodNetworks.org.

About the Instructor

Ronald Stewart, Ph.D., has helped numerous large and small organizations secure federal, state, and local resources. An experienced grantwriter, Dr. Stewart has provided Neighborhood Networks with grantwriting and fundraising training for the past three years at several venues across the United States. Among the hallmarks of Dr. Stewart's consultation work within the nonprofit and public sectors are his tailored and practical solutions for organizations, staff, and volunteers. His services include a wide array of capacity-building interventions, such as executive coaching, executive search, board development, planning, evaluation, discussion facilitation, and fundraising.

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Strategic Partnership Development

The Strategic Partnership Development Interactive Virtual Learning Course will review the entire partnership process, from beginning to end. The course objectives are to share effective techniques for leveraging resources. Participants will study various strategies that have enabled partners from various sectors to work hand-in-hand with multifamily housing stakeholders for positive and long-term community impact.

Upon completion of this course, participants will possess the skills and knowledge necessary to:

- Understand why partnerships work.
- Identify and select various partnership models.
- Review the phases of a partnership.
- Identify and select strategies for building or improving a local partnership.
- Learn to engage their team for effective results.
- Learn to have fun while working together.

Course Frequency

Five 45-minute sessions with following Q&A sessions. This course will be archived and available at any time online in the Neighborhood Networks Library at www.NeighborhoodNetworks.org.

About the Instructor

James Johnson is the director of Sun Consulting and Associates, which has been engaged with residents, staff, and stakeholders of the U.S. Department of Housing and Urban Development (HUD) for more than 12 years. Sun Consulting and Associates has also created and delivered partnership curriculums and training for NeighborWorks America, the U.S. Department of Justice, the Florida Alliance of Community Development Centers, and the South Carolina Alliance of Community Development Centers. A community organizer, trainer, facilitator, and consultant with more than 15 years, Mr. Johnson was formerly a resident leadership specialist with NeighborWorks America's Resident Leadership Initiatives, and continues training and providing technical assistance nationally on "Building Powerful Community Partnerships." During his tenure at Neighborhood Reinvestment (now known as NeighborWorks America), Mr. Johnson created a partnership between the Multi-family Initiative and the Resident Leadership Initiative that helped develop leaders to collaborate with property managers and owners to alleviate property issues. This work evolved into a partnership between HUD and NeighborWorks America to provide learning centers at NeighborWorks' multifamily housing organizations.



Teach the Teacher

The Teach the Teacher Interactive Virtual Learning Course will provide center staff with the skills and techniques necessary to deliver effective training in traditional and blended learning environments. The course objectives are to provide center staff with the skills necessary for designing and delivering quality training, with special emphasis on techniques that will maximize effectiveness in blended-learning environments. Participants will discuss educational theory and practice specific instructional techniques to create a positive learning environment that maximizes center users' involvement and ability to retain and apply learning objectives beyond center program sessions.

Upon completion of this course, participants will have the skills and knowledge necessary to:

- Structure learning to support center program objectives.
- Reinforce learning objectives with relevant activities.
- Recognize different learning styles and implement instructional strategies to leverage all learning styles.
- Leverage verbal and non-verbal instructional techniques to maximize participant involvement and retention of content.
- Engage participants to maximize retention.
- Employ emotional intelligence to establish rapport and build a positive learning climate.
- Assertively manage the center program environment.

Course Frequency

Four 45-minute sessions with following Q&A sessions. This course will be archived and available at any time online in the Neighborhood Networks Library at www.NeighborhoodNetworks.org.

About the Instructor

Erica Elam Simms is one of seven worldwide master instructors implementing instructor development programs with Learning Tree International since 1998. She has 26 years of experience delivering formal train-the-trainer sessions to increase the effectiveness for hundreds of instructors and technical support personnel in various training environments, including: traditional classroom stand-up face-to-face instruction; remote instruction via telephone, video teleconference, and blended learning solutions such as Adobe Connect; and asynchronous training and mentoring via e-mail. Ms. Simms has focused on techniques that leverage verbal and non-verbal communication skills to maximize training impact, elicit and retain audience engagement, facilitate deeper levels of processing and retention of course material, and appeal to a variety of learning styles.



Resident-Focused Training Courses: Enhancing Center Programming

As supplements to existing center programs or new additions to center program offerings, resident-focused IVLCs ensure that all Neighborhood Networks centers are able to offer core Neighborhood Networks courses that reinforce and support the Initiative's mission. In 2009, three resident-focused IVLCs that promote self-sufficiency and equip residents with the skills to find and maintain jobs will be offered.

Financial Literacy

The Financial Literacy Interactive Virtual Learning Course covers the key elements of credit management, including but not limited to: a) credit scoring; b) debt-to-income and debt-to-limit ratios; c) strategies and techniques to manage credit; d) how to repair damaged credit; e) understanding loan types and the terms and conditions of loan agreements; f) strategies for the utilization of loans; g) ramifications of loan defaults; and h) establishing and implementing financial goals. The course objectives are to provide participants with the financial strategies and skills needed to make informed and sound decisions in the use of credit. These objectives will be accomplished by introducing critical personal financial knowledge and tools that participants can use in everyday life.

Upon conclusion of this course, participants will possess the skills and knowledge necessary to:

- Establish and implement financial goals.
- Develop and follow a budget.
- Manage credit.
- Recognize and avoid predatory lending.
- Utilize tools for saving and investing.

Course Frequency

Six 30-minute sessions with following Q&A sessions. This course will be archived and available at any time online in the Neighborhood Networks Library at www.NeighborhoodNetworks.org.

About the Instructor

Theodore R. Daniels is the founder and president of the Society for Financial Education and Professional Development (SFEPD), a nonprofit organization whose mission is to enhance the level of financial and economic literacy of individuals and households in the United States, and a partner of the Financial Services Roundtable, which represents the largest financial services corporations in the country. With more than 33 years of experience in financial management and investments, Mr. Daniels was appointed to serve on the President's Advisory Council on Financial Literacy on January 22, 2008. He is a member of the Certified Financial Planners Board of Standards, board of directors; and serves on the advisory boards for the College of Business and Applied Professional Sciences at South Carolina State University and Fort Valley State University's Department of Business and Economics.



Microsoft Office 2007 Certification

The Microsoft (MS) Office 2007 Certification Interactive Virtual Learning Course covers the suite of applications most commonly used by workers throughout the world. The course is designed for beginners who have little or no experience using these programs. The course objectives are to give students a working knowledge of word processing with Microsoft Word, a working knowledge of creating presentations with Microsoft PowerPoint, and a working knowledge of electronic spreadsheets via Microsoft Excel. Students who pass the beginning courses in Word, PowerPoint, and Excel will earn a “Certificate for Proficiency in Desktop Applications” from Howard University Continuing Education (HUCE).

Upon conclusion of this course, participants will possess the skills and knowledge necessary to:

- Edit and format text, paragraphs and themes in a Word document.
- Use Word to present and manipulate information in columns and tables.
- Add graphics, equations and charts to their Word documents.
- Create a table of contents, footnotes, hyperlinks and an index in their documents.
- Create form letters, e-mail messages and labels through mail merge features.
- Use the Track Changes features to make edits to documents.
- Create a new Excel workbook, and enter and format data in a workbook.
- Use Excel to create spreadsheets that contain functions, and work with features of larger spreadsheets.
- Use Excel to create charts for collecting and displaying normal and web-based data.
- Explore the PowerPoint views, and create a new presentation.
- Use PowerPoint to create a slide show, add clip art, and animate their presentation.
- Use PowerPoint to review a presentation and to create links to web-based resources.
- Use PowerPoint to create master slides for formatting their presentation.

Course Frequency

Eighteen one-hour sessions (Q&A included). This course will not be archived; participants will enroll in the HUCE Digital Learning Lab. Course size may be limited.

About the Instructors

Howard University Continuing Education (HUCE) will provide instructors for this course. Established in April 1986, HUCE provides exceptional training and development services designed to maximize the professional and personal development of individuals and organizations. As the university-wide continuing education component of Howard University, HUCE draws from the university’s rich and diverse resources to create innovative educational opportunities in a wide variety of formats. Howard University is accredited by the Middle States Association of Colleges and Schools. HUCE is recognized by the International Association of Continuing Education and Training as an authorized provider of continuing education units, a distinction shared by a select group of continuing education programs. HUCE’s collaboration with schools and colleges in Howard University and with external organizations gives it access to a wide range of experienced professors and experts from commerce and industry.

HUCE established the Digital Learning Lab (DLL) in 1996 to develop software applications for data analysis and distance learning. In Spring 2008, HUCE and DLL partnered with external service vendors to launch an innovative distance learning initiative for non-traditional students, which included MS Office 2007 Certification.

Career Preparation: Goal Setting

The Career Preparation: Goal Setting Interactive Virtual Learning Course will present evidence-based techniques on goal setting used by professional athletes, winning entrepreneurs, effective business managers, and successful students. The course objectives are to build participant goal setting skills and to demonstrate the simple power of a well-written goal. Course participants will learn key concepts that they can successfully apply in their own lives. Once goal setting skills are learned, they can be mastered quickly and used to develop and successfully implement any career plan.

Upon completion of this course, participants have the skills and knowledge necessary to:

- Define the purpose/importance of goal setting.
- Distinguish the SMART Goal model from other goal setting formats.
- Recognize large goals and break them down into sub-goals.
- Apply the SMART Goal model to their own goal setting.
- Develop and write SMART goals related to self-sufficiency.

Course Frequency

Two 45-minute sessions with following Q&A sessions. This course will be archived and available at any time online in the Neighborhood Networks Library at www.NeighborhoodNetworks.org.

About the Instructors

Lizette A. Galicot has more than 17 years of experience designing and managing national award-winning multifamily resident services and self-sufficiency programs. During a career that has placed her at the forefront of self-sufficiency efforts in San Diego, California, Ms. Galicot has established seven award-winning public housing and Neighborhood Networks centers, as well as a nationally recognized Family Self-Sufficiency Program (FSS). Ms. Galicot has developed technical training manuals and materials for professional instruction, and has conducted multiple training seminars and capacity-building programs for staff, contractors, service providers, and clients.

Co-instructor **Kathi Thomas-Gibson** has more than 16 years of experience in the human services field, 10 of which were spent serving individuals living in assisted housing as a supervisor of resident services. In this role, Ms. Thomas-Gibson was responsible for the design, implementation, evaluation, and supervision of various public housing, multifamily housing, and community learning and technology centers. Ms. Thomas-Gibson creates and implements high-quality self-sufficiency programming, and has conducted extensive training for housing authority staff across the western United States. Ms. Thomas-Gibson is the co-founder of the professional enhancement group, the Southern California Family Self-Sufficiency Network. She has also managed Welfare-to-Work, Moving-to-Work and multiple Resident Opportunity and Self Sufficiency (ROSS) funded programs.



Training without the Travel: Participating in the Interactive Virtual Learning Courses

Participating in the Neighborhood Networks IVLCs is easy. Participants need only to confirm the following eligibility and system requirements.

Eligibility Requirements

Only current Neighborhood Networks center staff, residents, HUD Staff, and property owners/managers can participate in live and/or access archived IVLCs. Center staff includes all persons currently involved in the operation and/or management of a Neighborhood Networks center. Residents must be currently using a Neighborhood Networks center. Eligibility information will be confirmed via Neighborhood Networks center staff and property owners/managers.

System Requirements

Participating in the Neighborhood Networks IVLCs requires computer speakers or headphones, an Internet connection, and Adobe Flash Player software. Adobe Flash Player is a cross-platform browser plug-in and is available as a free download for Windows, Macintosh, and Linux platforms (including new support for Ubuntu 7 and 8) from <http://get.adobe.com/flashplayer/>.

Registration

Participants must either complete the attached registration form or fill out the online version located at www.NeighborhoodNetworks.org. Participants must register one week prior to the course start date to participate in a live IVLC. For an updated schedule of live IVLC start dates, please check www.NeighborhoodNetworks.org. Participation in live IVLCs may be limited based on instructor and topic area to ensure that learners receive adequate attention. There is no advance registration requirement or participation limit for archived IVLCs. After eligibility is confirmed, participants will receive an e-mail with IVLC access instructions.

Please select the Interactive Virtual Learning Course(s) you would like to take:



Center Staff*:

- Budgeting
- Fundraising
- Grantwriting
- Strategic Partnership Development
- Teach the Teacher

Residents:

- Career Preparation
- Financial Literacy
- Microsoft Office 2007 Certification

*Center staff includes all persons involved in the operation and/or management of a Neighborhood Networks center.

Please select preferred format of participation: Live Archived Both

Participant Information:

Please select one: Center Staff Resident Property Owner/Manager HUD Staff

First Name: _____ Last Name: _____

Title (Optional): _____

Phone Number: _____ Fax Number: _____ E-mail Address: _____

If HUD staff, please indicate location: Headquarters Field Office (Location) _____

Neighborhood Networks Center Information:

Center Name: _____

Center Director: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Fax Number: _____

Property Management Company/Property Owner Information:

Please select one: Property Management Company Property Owner

Company/Owner Name: _____

Contact Person: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Fax Number: _____

Registrants will receive an e-mail confirmation with login information and course instructions. Registration forms may be completed online at www.NeighborhoodNetworks.org, submitted via e-mail to NeighborhoodNetworks@hud.gov, faxed to **301-589-2493**, ATTN: IVLC, or mailed to Neighborhood Networks IVLC Coordinator, 8403 Colesville Road, 10th Floor, Silver Spring, MD 20910.

The Privacy Act requires us to notify you that we are authorized to collect this information under Title 12 (12 U.S.C. 1701z-1 et seq.). Section 1701z-1: Research and demonstration; authorization of appropriations; continuing availability of funds. The Secretary of Housing and Urban Development (HUD) is authorized and directed to authorize such programs as research, studies, testing, and demonstration relating to admission and programs of the Department as he determines to be necessary and appropriate. The information requested on this registration form is necessary so that HUD can verify your eligibility to participate in the Interactive Virtual Learning Courses (IVLCs). If you do not provide the information, you will not be allowed to participate in IVLCs.



U.S. Department of Housing and Urban Development
Office of Multifamily Housing Programs
Neighborhood Networks
451 Seventh Street SW
Washington, DC 20410

Web site: www.NeighborhoodNetworks.org

E-mail: neighborhoodnetworks@hud.gov

Neighborhood Networks Information Center: (888) 312-2743

The hearing impaired may access Neighborhood Networks via TTY by
calling the Federal Information Relay Service at (800) 877-8339

