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cai
education

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 COURSE AVAILABLE ONLINE

events

CAI events provide education and networking opportunities for community association managers, homeowner volunteer leaders and professionals such as lawyers, management company executives, accountants, reserve study providers and insurance professionals. Many events offer continuing education credit for renewal of professional designations. The perspective and expertise of our international members and guests add to the quality of each event.

CAI Annual Conference and Exposition

April 29–May 2, 2015 | Las Vegas, NV

The CAI Annual Conference and Exposition provides education sessions on operations, leadership, innovative business practices, and new products and technologies. Industry professionals from a number of nations come together to discuss critical issues, network and learn about the latest community association trends.



Community Association Law Seminar

Jan. 28–31, 2015 | San Francisco, CA

CAI's Law Seminar provides a unique learning opportunity to discuss emerging trends and legislative issues important to the practice of community association law—as well as excellent opportunities for professional networking. The Community Insurance and Risk Management Specialist Insurance Masters Program is conducted concurrently with the Law Seminar.

CEO-MC Retreat

Oct. 8–10, 2015 | New Orleans, LA

The CEO-MC Retreat is an annual leadership event developed exclusively for management company executives. The retreat gives CEOs and other leaders the opportunity to network with colleagues worldwide and attend sessions geared specifically to their challenges and opportunities.

Large-Scale Managers Workshop

Sept. 23–27, 2015 | Scottsdale, AZ

CAI's Large-Scale Managers Committee hosts this annual workshop for community managers specializing in large-scale communities. The workshop is hosted by at least one large-scale community, with participants touring properties and attending education sessions.

Chapter Events

CAI chapters hold more than 1,000 events a year, from annual trade shows to monthly education programs. For information about upcoming events in your area, contact your local CAI chapter. Visit www.caionline.org/chapters for contact information.

webinars

CAI webinars offer specialized, professional training without leaving your home or office. Conducted via Internet and audio teleconference, the 60- to 90-minute programs are led by industry experts to keep you up to date on the latest legislative activity, management trends, industry best practices and other topics of special interest to community managers and homeowners.

New, live webinars are presented every month, and more than 100 webinars are available on demand. These recorded webinars include education sessions presented at the 2013 and 2014 Annual Conference and Exposition and the 2014 Community Association Law Seminar. Recorded live, each of the more than 40 programs includes video or PowerPoint presentations synchronized with speaker audio.

FORMATS

Webinars are available in two formats: live, interactive, online events and on-demand, recorded online events.

CONTINUING EDUCATION CREDIT

Each webinar provides one credit per hour toward:

- Certified Manager of Community Associations recertification
- Association Management Specialist redesignation
- Professional Community Association Manager redesignation

To earn credit, each participant must be personally registered for the webinar and save the certificate of completion to document participation.

TUITION

Live and on-demand webinars

CAI members: \$69 | Nonmembers: \$99

REGISTRATION

Visit www.caionline.org/webinars to register for live or on-demand webinars.

If you're a professional in need of CEUs for redesignation, CAI webinars can help you maintain your credential. Register today, and keep your community and career on track!

ON-DEMAND WEBINARS

CAI's library of on-demand webinars includes the following topics:

- Building Community & Leadership
- Conflict Management
- Crime Prevention
- Disaster Management
- Environmental Issues
- FHA & Fannie Mae
- Finances, Foreclosure & Revenue Streams
- Hiring, Supervising & Managing
- Insurance & Risk Management
- Legal Resources
- Meetings
- Pets & Wildlife
- Policies, Rules & Governing Documents
- Pools, Roads & Buildings
- Research & Statistics
- Specialty Communities
- State-Specific Resources
- Technology

education for homeowner leaders

Community association board members and other volunteer leaders step up to take on positions of service and responsibility. They are expected to anticipate issues, solve problems, meet the expectations of their residents and protect property values. These leaders can benefit from the information and perspective provided through CAI and its chapters.

Board Leadership Development Workshop

The Board Leadership Development Workshop explains how to be an effective board of directors—how to communicate with association residents, hire qualified managers and service providers, develop enforceable rules, interpret governing documents and more. It provides a comprehensive look at the roles and responsibilities of community association leaders and conveys information to help create and sustain the kind of community people want to call home.

The workshop is offered in two formats: as an online, self-study course and as live, classroom instruction through CAI chapters. The classroom workshop is often taught, supported or hosted by CAI Business Partner members. These professionals specialize in serving the unique needs of community associations.

The workshop will cover how your board can become more successful and how you can recruit and support new volunteers. You'll learn the role of the board, the president and other leadership positions, and you'll identify effective ways to work with professional managers and service providers. Topics include:

- Governing documents
- The role of the board
- Selecting contractors
- Effective meetings
- Financial reserves
- Communicating with residents
- Finding volunteers and electing board members
- The role of the president, secretary and treasurer
- Working with a professional manager

Course Materials

The workshop includes a toolbox of support materials:

- *The Board Member Toolkit*, a best-selling book from CAI Press
- *The Board Member Toolkit Workbook*
- Brochures and publications, such as *The Homeowner & the Community Association*
- A copy of CAI's award-winning *Common Ground*™ magazine

Each student receives a certificate of completion, recognition on the CAI website and access to a series of advanced-level webinars.

HOMEOWNER LEADERS *

1,675,000

Community association board members

591,000

Community association committee members

76,300,000

Hours of service performed annually by association board and committee members

\$1.7 billion

Estimated value of time provided by homeowner board and committee members based on the Bureau of Labor Statistics estimate of \$22.14 per hour for volunteer time

* 2013 data



Formats

The workshop is available in two formats: live, classroom instruction through CAI chapters and online.

Registration and Tuition

To register for the online workshop, visit www.caionline.org.

CAI members: \$39 | Nonmembers: \$59

Tuition for the classroom course varies by CAI chapter. To register for classroom instruction, or for more information, contact your local chapter. Visit www.caionline.org/chapters for details.

Sponsors:



AN INTRODUCTION TO COMMUNITY ASSOCIATION LIVING —A FREE, 54-PAGE DOWNLOAD AT WWW.CAIONLINE.ORG

Recommended for homeowners new to community association living and a great resource for beginning volunteer leaders, this document focuses on the rights and responsibilities of homeowners and volunteer leaders. It outlines the roles and functions of community associations, such as providing services and managing physical assets. An addendum includes:

- Model Code of Ethics for Community Association Board Members
- Community Association Fundamentals
- Rights and Responsibilities for Better Communities
- Community Association Governance Guidelines



I'm bullish on education because when I was first introduced to CAI, there was no Internet. Imagine that. Everything I learned about condos and boards was learned through CAI publications and seminars.

— JULIE HARDY CRAMER, 2015 Community Association Volunteers Committee Chair
Oakwood Homeowners Association, Westmont, IL

education for business partners



CAI Business Partners are indispensable to the community associations they support with their expertise, products and services. CAI education helps these businesses and professionals differentiate themselves in the competitive community association marketplace.

Business Partner Essentials

Business Partner Essentials is a two-part, online course to help CAI-member product and service providers better understand CAI, community associations and the industry at large. Individuals who pass the course and maintain CAI membership earn the CAI Educated Business Partner distinction, gaining special recognition among thousands of companies and professionals who support common-interest communities—accountants, attorneys, bankers, insurance professionals, landscapers, painters, reserve specialists, software providers and many others.

COURSE MATERIALS

Online webinar with exam. Printable materials and a certificate of completion.

COURSE LENGTH

Approximately three hours, with additional reading materials available.

TUITION

CAI Business Partner members: \$99 | Nonmembers: \$199

REGISTRATION

Visit www.caionline.org to register.

Business Partner Credentials

RS™ Reserve Specialist

CIRMS® Community Insurance and Risk Management Specialist

Management Companies

AAMC® Accredited Association Management Company

Attorneys

CCAL™ College of Community Association Lawyers

Visit www.caionline.org/credentials for more information.



I always felt that CAI's greatest asset for its members was the ability to network with people across the country...but, upon further review of my 28 years in the industry as a community association manager and a Business Partner, CAI's education far exceeds all expectations. Specifically, the Educated Business Partner distinction program.

— JOSEPH P. WALDRON, AMS, PCAM, CIRMS, 2015 Business Partner Council Chair
Robins Insurance Agency Inc., Nashville, TN

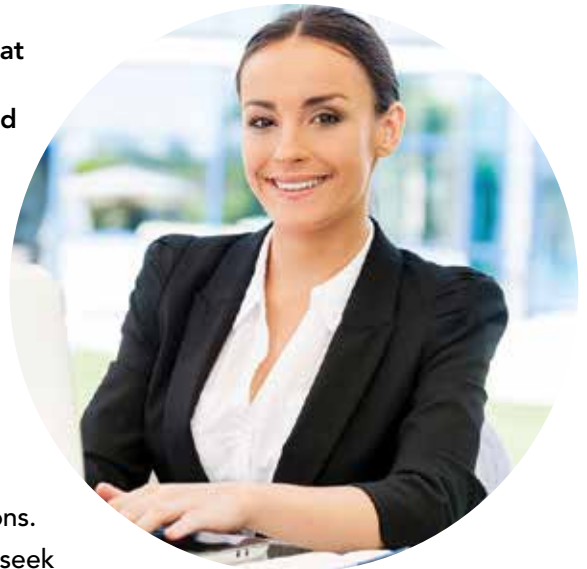
education for managers

Community managers are the professional backbone of the communities they serve, providing the skills and expertise that are essential to the successful management of associations. They find the knowledge they need through CAI's time-tested Professional Management Development Program.

In community association management, unless you continue to develop and refine your skills and knowledge base, you risk missing out on exciting career opportunities and increased earning potential.

As an added incentive, CAI education gives you the opportunity to earn professional credentials that are recognized and respected in every state and throughout the world. These designations (see pages 26-28) give employers the confidence that you have the knowledge, experience and integrity to provide the best possible service to their associations.

Community associations and management companies always seek qualified professionals to manage their communities. When you earn a designation, you are automatically listed in CAI's online Directory of Credentialed Professionals, where potential employers and clients can find you. You also receive a kit with resources you can use to promote your credential to clients and employers.



Manager Licensing

Those seeking to become community managers should familiarize themselves with state laws that regulate the community association management profession. The following nine states currently regulate community managers:

- Alaska
- California
- Colorado
- Connecticut
- Florida
- Georgia
- Illinois
- Nevada
- Virginia

Each state has different initial licensure and continuing education requirements, and these statutory requirements vary considerably. Some states regulate management firms in addition to individual managers. To learn more about manager licensing laws and regulations and keep apprised of licensing requirements in your state, visit www.caionline.org/managerlicensing.



CAI is the industry leader in education for association management, and its curriculum and teachers are second to none. I find them to be invaluable for me and my employees. They truly give us the tools needed to provide the highest level of professionalism and best practices for our clients and their communities.

— ELBERT W. G. BOOTHBY, CMCA, AMS, PCAM, 2015 Association of Professional Community Managers Board Chair
Boothby Realty Inc., Birmingham, AL

professional management development program

As a community association manager, the most important thing you can do to increase your earning potential and accelerate your career is to obtain training and credentials through CAI's Professional Management Development Program (PMDP)—the most comprehensive education curriculum for community managers seeking to increase their skills, knowledge and job opportunities.

CAI offers four levels of courses designed to give new managers a knowledge base and experienced managers a deeper understanding of all aspects of association management. Courses focus on such topics as insurance, finance, leadership, governance and communications.

Faculty

More than 80 highly skilled, experienced professionals in community management, law, insurance and finance instruct CAI courses. Every manager on the faculty holds a Professional Community Association Manager designation, the highest professional recognition worldwide for managers who specialize in community association management. Accountants, attorneys and other professionals hold advanced degrees and the highest credentials in their respective fields.

Course Materials

Students who register for PMDP courses—either classroom or online—receive a complete package of topic-specific support materials that includes the following:

- A participant guide
- A flash drive full of sample documents, articles and other resources
- CAI publications (frequently titles from the popular Guides for Association Practitioners series)
- CAI pamphlets and catalogs



Faculty Spotlight

Linda M. Warren, CMCA, AMS, PCAM
2014 CAI Educator of the Year
Warren Management Group Inc.
Colorado Springs, CO



THE ESSENTIALS OF **community association management**

Successful community management starts with the essentials.

This comprehensive community association management course provides a practical overview for new managers and an essential review for veteran managers. You'll receive a 400-page participant guide filled with dozens of sample forms and time-saving tips for working with homeowners, vendors, managers and other professionals. Successful completion of this course is the first step in obtaining a professional designation in community association management. Topics include:

- Roles and responsibilities of managers, owners, committees and the board
- Management ethics
- Developing, implementing and enforcing rules
- Organizing and conducting board meetings
- Preparing budgets and funding reserves
- Assessment collection policies and procedures
- Collecting delinquent payments
- Financial statements, reporting methods and operations
- Evaluating risk management and insurance programs
- Implementing maintenance programs
- Preparing bid requests and identifying key contract provisions
- Recruiting, selecting and managing personnel
- Managing sustainable and developing communities

COURSE MATERIALS

Participant guide and flash drive with bonus readings and materials.

COURSE LENGTH

2.5 days | 8:30 a.m.–5:30 p.m. | 8:30 a.m.–5:30 p.m. | 8:30 a.m.–noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

Successful completion of the M-100 can be the first step toward earning the CMCA credential, awarded by CAMICB. Visit www.camicb.org for details.

CONTINUING EDUCATION CREDIT

Visit www.caionline.org/managerlicensing for information on continuing education for state licenses.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



M-100 ALSO AVAILABLE ONLINE

Visit www.caionline.org for information and registration.



Faculty Spotlight

Marjorie M. Imfeld, PCAM
2012 CAI Educator of the Year
I&I Property Management
Fresno, CA

facilities management



Learn how to preserve and enhance your association's property and prepare for emergencies.

This course provides a hands-on approach to help you analyze, evaluate, communicate and plan for property maintenance. Your community will benefit from your increased understanding of the various types of maintenance—routine, previous, emergency, corrective and scheduled. Topics include:

- Evaluating existing maintenance programs and management controls
- Analyzing maintenance contracts
- Overseeing maintenance of common areas, using checklists and reports
- Making maintenance requests and recommendations to the board
- Identifying the basic elements of a disaster plan
- Preparing a request for proposal, including bid specifications
- Monitoring fulfillment of a contract
- Interpreting and invoking contract warranties
- Understanding the concept of sustainable lifestyles
- Using a reserve study for repair and replacement

COURSE MATERIALS

Participant guide and flash drive with articles and additional resources. CAI Guides for Association Practitioners: *Bids and Contracts*, *Natural Disasters* and *Reserve Funds*.

COURSE LENGTH

1.5 days | 8:30 a.m.–5:30 p.m. | 8:30 a.m.–noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

M-201 is required for the PCAM designation.

CONTINUING EDUCATION CREDIT

M-201 is approved for 12 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



M-201 ALSO
AVAILABLE
ONLINE

Visit www.caionline.org for
information and registration.



Faculty Spotlight

Marjorie Meyer, CMCA, PCAM
2007 & 2010 CAI Educator of the Year
CADRExperts LLC
Houston, TX

association communications

Learn key communication techniques to improve resident and board relations.

This course offers strategies that will benefit both new and experienced managers and provide the skills to communicate more effectively with owners and volunteers. You'll learn the basics of good customer service and learn how to effectively handle complaints, write newsletters and reports, and manage public relations. Topics include:

- Practicing effective communication skills
- Providing good customer service
- Identifying and responding to owner needs
- Addressing complaints and diffusing anger
- Managing public relations
- Preparing annual meeting notices, management reports and rule violation letters
- Writing informative newsletters



COURSE MATERIALS

Participant guide and flash drive with articles and additional resources.
CAI Guide for Association Practitioners: *Communications*.

COURSE LENGTH

1.5 days | 8:30 a.m.–5:30 p.m. | 8:30 a.m.–noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

M-202 is required for the PCAM designation.

CONTINUING EDUCATION CREDIT

M-202 is approved for 12 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.

Faculty Spotlight



Paul Gucza, CMCA, AMS, PCAM
2000 CAI Educator of the Year
The CWD Group Inc.
Seattle, WA

community leadership



Learn how to work with leaders to achieve goals and set a positive tone for the community.

This course shows you how to inspire the cooperation needed from board leaders and volunteers to achieve management goals. You'll learn proven ways to motivate and guide community leaders and help board and committee members to be more successful.

Topics include:

- Strategies for building better relationships
- Preparing and running efficient meetings
- Motivating and guiding board members
- Encouraging interest and participation in committees
- Developing election procedures
- Organizing community records

COURSE MATERIALS

Participant guide and flash drive with articles and additional resources. CAI Guides for Association Practitioners: *The Board Secretary and Meetings and Elections*.

COURSE LENGTH

1.5 days | 8:30 a.m.–5:30 p.m. | 8:30 a.m.–noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

M-203 is required for the PCAM designation.

CONTINUING EDUCATION CREDIT

M-203 is approved for 12 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



**M-203 ALSO
AVAILABLE
ONLINE**

Visit www.caionline.org for information and registration.



Faculty Spotlight

W. Mickel Graham, PCAM
2005 CAI Educator of the Year
Union Bank
Atlanta, GA

community governance

Learn how to avoid legal problems and gain cooperation when establishing guidelines.

This course covers the legal basis of community rules, policies and procedures. You'll gain a better understanding of board and management responsibilities and a better grasp of the community association as a legal entity. Learn how to advise and support your board and how to revise policies and procedures to comply with current laws and recommended management practices. Topics include:

- Developing and enforcing rules
- Using an attorney or other professional advisor
- Conflicts of interest and ethics
- Reviewing and amending governing documents
- Statutes and case law affecting community management
- Fiduciary responsibilities of association boards, committees and managers
- Management contracts



COURSE MATERIALS

Participant guide and flash drive with articles and additional resources.
CAI Guide for Association Practitioners: *Conflicts of Interest*.

COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

M-204 is required for the PCAM designation.

CONTINUING EDUCATION CREDIT

M-204 is approved for 14 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



**M-204 ALSO
AVAILABLE
ONLINE**

Visit www.caionline.org for information and registration.



Faculty Spotlight

Joseph D. Douglass, Esq.
1993, 2004 & 2010 CAI Educator of the Year
Whiteford Taylor Preston
Washington, DC

risk management



Learn how to protect your community and respond to emergencies.

This course shows you how to prepare for your community's future by identifying insurance risks and addressing critical issues. Learn how to optimize your community's risk-management program and gain strategies and resources for evaluating property coverage, reporting losses and managing claims. Topics include:

- Assessing insurance risk
- Reviewing alternative risk-management techniques
- Developing a request for proposal for insurance coverage
- Responding to losses
- Managing insurance claims
- Monitoring and improving risk-management programs

COURSE MATERIALS

Participant guide and flash drive with articles and additional resources.
CAI Guide for Association Practitioners: *Risk Management*.

COURSE LENGTH

2 days | 8:30 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

M-205 is required for the PCAM designation.

CONTINUING EDUCATION CREDIT

M-205 is approved for 14 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



**M-205 ALSO
AVAILABLE
ONLINE**

Visit www.caionline.org for information and registration.



Faculty Spotlight

Robert Travis, CIRM
2001 & 2010 CAI Educator of the Year
Community Association
Underwriters of America Inc.
Newtown, PA

financial management

Learn how to budget and manage your association's money.

This course gives you the tools to understand and apply the principles of financial management to your community association. You'll learn the entire budget process, from identifying line items to reconciling accounts to gaining board approval. You'll also learn how to analyze and report on association finances. Topics include:

- Developing, managing and balancing budgets
- Financial planning processes
- Replacement reserves and basic investment principles
- Accrual and fund accounting
- Analyzing financial reports and records
- Using budgets and financial reports as management tools



COURSE MATERIALS

Participant guide and flash drive with articles and additional resources.
CAI Guide for Association Practitioners: *The Board Treasurer*.

COURSE LENGTH

2 days | 8:30 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

M-206 is required for the PCAM designation.

CONTINUING EDUCATION CREDIT

M-206 is approved for 14 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



M-206 ALSO
AVAILABLE
ONLINE

Visit www.caionline.org for information and registration.



Faculty Spotlight

Drew Mulhare, PCAM
1998 CAI Educator of the Year
Fords Colony
Williamsburg, VA

case study



Earn the highest professional recognition worldwide for communiity managers.

The PCAM Case Study is a comprehensive examination of an actual community association, combining classroom instruction with an extensive on-site inspection. You'll explore the community in depth, reviewing its administrative procedures, legal documents and communications; meeting with its manager, board members and key personnel; and learning about the local area. You'll be encouraged to ask questions and openly discuss issues faced by the association.

The PCAM Case Study is not a course; it is the final step toward earning the PCAM designation. To successfully complete the case study, you must submit a final paper using the skills acquired in the prerequisite courses as well as information collected while visiting the host community.

COURSE MATERIALS

Participant guide and CD with articles and additional resources.

COURSE LENGTH

Typically 2 days, but course times can vary by location.

DESIGNATION CREDIT

The PCAM Case Study is required for the PCAM designation.

REGISTRATION

To register for the PCAM Case Study, you must successfully complete the prerequisite courses and receive written confirmation that your PCAM application has been approved within the previous year. (Other requirements apply, please see page 27.) For a PCAM application or a PCAM Case Study registration form, please call CAI's Designations Department at (888) 224-4321.



Faculty Spotlight

Steve Bupp, PCAM
2013 CAI Educator of the Year
2001 CAI President
Condominium Venture Inc.
Columbia, MD

ethics and the community manager

Learn how to become a more ethical and professional community manager.

This interactive, online course discusses the nature of ethics and how it applies to community management. Registrants will learn to apply CAI's Professional Manager Code of Ethics, examine the fundamental ethical responsibilities of a professional manager, resolve potential conflicts of interest, identify the appropriate response to offers of gifts and other remuneration and accurately identify situations where disclosure is necessary. Topics include:

- Codes of ethics
- Duty of care and loyalty
- Common ethical challenges faced by community managers
- Consequences of unethical behavior
- Ethical relationships with fellow managers, including competitors

COURSE MATERIALS

Registrants can access the online course for 120 days.

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-300 meets requirements for PCAM redesignation and is approved for six hours of continuing education for CMCA recertification.

Visit www.camicb.org for details.

For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

This course is available only online. Visit www.caionline.org for information and registration.



**M-300
AVAILABLE
ONLINE ONLY**

Visit www.caionline.org for information and registration.



Faculty Spotlight

Debra Warren, CMCA, PCAM
2011 CAI Educator of the Year
Associa
San Rafael, CA

management company administration



Learn how to run your business more successfully.

This course helps you build the skills and knowledge to increase the efficiency and effectiveness of a community association management company. It explains how to apply the principles of organizational theory to set up and operate the business. You'll also learn how to market services, manage and train staff and develop additional sources of income. Topics include:

- Benefits and challenges of starting a management company
- Creating and managing budgets
- Management ethics
- Drafting and pricing management contracts
- Finding qualified personnel

COURSE MATERIALS

Participant guide and flash drive

COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-310 meets requirements for PCAM redesignation and is approved for 16 hours of continuing education for CMCA recertification. Visit www.camicb.org for details.

For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.

high-rise and maintenance management

Learn how to address the unique challenges of multi-story communities.

This course provides an in-depth understanding of the unique management needs of a high-rise building. You'll experience hands-on learning through on-site building visits and walk-throughs of a central plant, roof and recreational facilities. See major systems in operation and discuss maintenance operations and procedures with building staff. Topics include:

- Physical elements of a high-rise building
- Multi-story construction and maintenance
- High-rise community operations
- Common areas and recreational facilities

COURSE MATERIALS

Participant guide and flash drive

COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-320 meets requirements for PCAM redesignation and is approved for 16 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



Faculty Spotlight

Kirk Watilo, PCAM, LSM
2009 CAI Educator of the Year
Action Property Management Inc.
North Tustin, CA

M-330

advanced insurance and risk management



Learn how to understand risk and limit exposure to loss.

This course provides a comprehensive look at insurance and risk-management issues. It shows you how to evaluate communities, review inspection reports and study policy details. You'll learn to assess your association's exposure to loss and evaluate all types of insurance policies. Topics include:

- Identifying risk and understanding inspection reports
- Precautions to minimize loss
- Alternative risk-management techniques
- Comparing insurance policies and companies
- Types of insurance coverage, including workers' compensation, fidelity bonds and crime, professional liability, equipment and property

COURSE MATERIALS

Participant guide and flash drive

COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-330 meets requirements for PCAM redesignation and is approved for 16 hours of continuing education for CMCA recertification. Visit www.camicb.org for details.

For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.

the managing large-scale association

Learn how to meet the unique needs of large-scale communities.

This on-site course provides tips on how to manage associations that have more than 1,000 units or 1,000 acres and an annual budget of at least \$2 million. You'll explore the relationships between large-scale associations and municipalities as well as the relationships between master associations and sub-associations. You'll also learn to distinguish among open, commercial and residential properties. Topics include:

- Management requirements of large-scale communities
- Large-scale associations and municipalities
- Master associations and sub-associations
- Open, commercial and residential properties



COURSE MATERIALS

Participant guide and flash drive

COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-340 is approved for the LSM designation, meets requirements for PCAM redesignation and is approved for 16 points of continuing education for the CMCA certification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.

manager and the law



Learn how to manage effectively in the legal environment.

This course offers practical ways to deal with the legal issues you face on the job. By reviewing cases that have impacted community associations and exploring a case step by step, you'll gain a greater understanding of how the legal system works and how the law affects managers and their day-to-day responsibilities. Topics include:

- Legal issues in community association management
- Employment law
- Management agreements
- Manager liability
- Rules adoption, interpretation and enforcement

COURSE MATERIALS

Participant guide and flash drive

COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-350 meets requirements for PCAM redesignation and is approved for 16 hours of continuing education for CMCA recertification. Visit www.camicb.org for details.

For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.

leadership practices in building community

Learn how to create a more engaged and collegial community.

This course teaches you the management strategies that build better community relations. You'll learn how to help residents develop social and problem-solving skills and foster greater participation in the community. The course will help you develop the leadership skills that can increase your job satisfaction and enhance your career growth. Topics include:

- Fostering community participation
- Developing a community mission statement
- Promoting positive interaction among residents
- Cultivating personal leadership skills

COURSE MATERIALS

Participant guide and flash drive

COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-360 meets requirements for PCAM redesignation and is approved for 16 hours of continuing education for CMCA recertification. Visit www.camicb.org for details. For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.



Faculty Spotlight



Robert Felix, CMCA, PCAM, LSM, RS
1999 & 2006 CAI Educator of the Year
Associa
Carlsbad, CA

managing developing communities



Learn how to help your community transition successfully.

This course offers approaches to the challenges associated with managing developing communities. From community design to operational turnover, you'll explore each stage of development and address a variety of challenges. You'll learn to manage a transition effectively, while avoiding legal problems and dissent in the community. Topics include:

- Designing and creating communities
- Developing budgets and managing finances through transition
- Transition processes following the transfer to homeowner control
- Operational turnover
- Risk management
- Resident, association and developer expectations

COURSE MATERIALS

Participant guide and flash drive

COURSE LENGTH

1.5 days | 9 a.m.–5 p.m. | 9 a.m.–noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-370 meets requirements for PCAM redesignation and is approved for 12 hours of continuing education for CMCA recertification. Visit www.camicb.org for details.

For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online! Register online four weeks ahead and receive a \$25 discount.

CONTEMPORARY ISSUES IN **community association management**

This course covers topical issues that impact professional managers and the communities they manage. Subjects will vary and may cover issues such as fair housing policy and practices, advanced company management, employment trends, effective recruiting strategies and telecommunications legislation. The course is offered in conjunction with CAI's Annual Conference and Exposition and is an invaluable addition to your professional development. CAI will notify you of the topics to be addressed at least three months before the conference.

COURSE MATERIALS

Participant guide

COURSE LENGTH

1.5 days | 9 a.m.–5 p.m. | 9 a.m.–noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

CONTINUING EDUCATION CREDIT

M-400 meets requirements for PCAM redesignation and is approved for 12 hours of continuing education for CMCA recertification. Visit www.camicb.org for details.

For information on continuing education for state licenses, visit www.caionline.org/managerlicensing.

REGISTRATION

Visit www.caionline.org and register for this course online!
Register online four weeks ahead and receive a \$25 discount.



professional credentials

Association Management Specialist (AMS®)

The AMS credential recognizes ongoing professional development and industry expertise. The designation must be renewed every three years through continuing education and professional experience. There are more than 7,000 AMS designees worldwide.

APPLICATION REQUIREMENTS

1. Two years of verified experience in financial, administrative and facilities management for at least one association.
2. Successful completion of the Certified Manager of Community Associations (CMCA®) exam, administered by the Community Association Managers International Certification Board (CAMICB). Visit www.camicb.org for details.
3. Successful completion of at least two 200-level courses.
4. Submission of AMS application and signed Professional Manager Code of Ethics.
5. Payment of the application fee (CAI manager members: \$150; nonmembers: \$375).

ANNUAL FEE

CAI manager members: \$85 | Nonmembers: \$310
Annual fees are due in August.

REDESIGNATION REQUIREMENTS*

1. Successful completion of at least one CAI 200-level course
2. Successful completion of eight hours of approved continuing education (e.g., CAI webinars, events or chapter programs)
3. Adherence to CAI's Professional Manager Code of Ethics
4. Payment of annual fee (waived for those who hold the Professional Community Association Manager designation)



*Redesignations occur in August regardless of the month in which AMS designees are initially designated. There is no annual fee if a PCAM designation is also maintained.

For additional information or an application for each designation, call CAI's Member Service Center at (888) 224-4321 (M-F, 9 a.m.-6:30 p.m. ET) or visit www.caionline.org/credentials. Credentialing requirements are subject to change.

professional credentials CONT'D

Professional Community Association Manager (PCAM®)

The PCAM designation is the highest professional credential for managers who specialize in community associations. PCAM designees are elite professionals in community management. They often earn higher salaries and have more job opportunities than other managers. The designation must be renewed every three years through continuing education and professional experience. There are more than 2,500 PCAM designees worldwide.

APPLICATION REQUIREMENTS

1. Five years of verified, direct community association management experience.
2. Successful completion of the CMCA exam, administered by CAMICB. Visit www.camicb.org for details.
3. Successful completion of all six 200-level courses. The last course must have been completed within the previous five years.
4. Submission of PCAM application and signed Professional Manager Code of Ethics.
5. Successful completion of the PCAM Case Study.
6. Payment of the application fee.
(CAI manager members: \$195; nonmembers: \$420)



ANNUAL FEE

CAI manager members: \$160 | Nonmembers: \$385
Annual fees are due in August.

REDESIGNATION REQUIREMENTS*

1. Successful completion of approved continuing education (e.g., at least one CAI 300- or 400-level course, 12 hours of CAI webinars or participation at a CAI national event—such as the Annual Conference and Exposition)
2. Adherence to CAI's Professional Manager Code of Ethics
3. Payment of annual fee

*Redesignations occur in August regardless of the month in which PCAM designees are initially designated.

For additional information or an application for each designation, call CAI's Member Service Center at (888) 224-4321 (M–F, 9 a.m.–6:30 p.m. ET) or visit www.caionline.org/credentials. Credentialing requirements are subject to change.

professional credentials

CONT'D

Large-Scale Manager (LSM®)

The LSM credential gives managers the opportunity to specialize within the profession after obtaining the PCAM designation. For the purposes of this credential, a large-scale community is defined as a single, contiguous community association that has: 1) an on-site, full-time manager; 2) a minimum of 1,000 units or at least 1,000 acres; and 3) a minimum annual operating budget of \$2 million. The designation must be renewed every three years through professional experience, service activities and continuing education. There are more than 75 LSM designees worldwide.

APPLICATION REQUIREMENTS

1. Ten years of verified, direct community association management experience or five years of community association management experience and five years of municipal management or a comparable position of responsibility at the executive level.
2. Five years of verified, direct management experience of a large-scale community association within the previous 10 years.
3. Active PCAM designation.
4. Successful completion of CAI's M-340 course or attendance at one Large-Scale Managers Workshop. Course or event attendance must have been completed within the previous five years.
5. Submission of LSM application and signed Professional Manager Code of Ethics.
6. Payment of the application fee (CAI manager members: \$95; nonmembers: \$320).

ANNUAL FEE

CAI manager members: \$55 | Nonmembers: \$280

Annual fees are due in August.

REDESIGNATION REQUIREMENTS*

1. Maintenance of the PCAM designation
2. Attendance at one Large-Scale Managers Workshop
3. Attendance at one CAI Annual Conference and Exposition
4. Successful completion of approved professional experience, service activities or continuing education
5. Adherence to CAI's Professional Manager Code of Ethics
6. Payment of annual fee



*Redesignations occur in August regardless of the month in which LSM designees are initially designated.

For additional information or an application for each designation, call CAI's Member Service Center at (888) 224-4321 (M-F, 9 a.m.-6:30 p.m. ET) or visit www.caionline.org/credentials. Credentialing requirements are subject to change.

registration information

REGISTRATION

Courses are open to everyone. Register online four weeks in advance and receive a \$25 discount. CAI strongly encourages students to register online for immediate confirmation. If you are mailing a check, call CAI to ensure space is available. After your payment is processed, you'll receive a confirmation e-mail with course details.

ENROLLMENT

Seating is limited. Early registration is highly encouraged.

CAI MANAGER MEMBERSHIP

A CAI individual manager membership is just \$139. This amount includes the mandatory Advocacy Support Fee of \$20 and an optional \$10 contribution to CAI's Foundation for Community Association Research—a tax deductible donation to a 501(c)(3) organization. Become a member today—call CAI's Member Service Center at (888) 224-4321 (M–F, 9 a.m.–6:30 p.m. ET) or visit www.caionline.org/join.

SPECIAL ACCOMMODATIONS

If you require special accommodations to participate fully, please request it at least two weeks before the start date of the course by e-mailing caieducation@caionline.org.

EXAMS

The M-100 course, all M-200 courses and the M-300 course include a multiple-choice examination. Participants will receive an e-mail after the course with information on accessing course transcripts and scores online at www.caionline.org. Exam retakes can be arranged by e-mailing caieducation@caionline.org.

AUDITS

Participants may audit a course as a refresher or to prepare for the PCAM Case Study. For details and cost information, visit www.caionline.org or e-mail caieducation@caionline.org.

VIDEO/AUDIO TAPING

Courses are copyrighted by CAI and may not be audio-taped, videotaped or reproduced in any way for personal use or for public distribution or viewing without prior written permission.

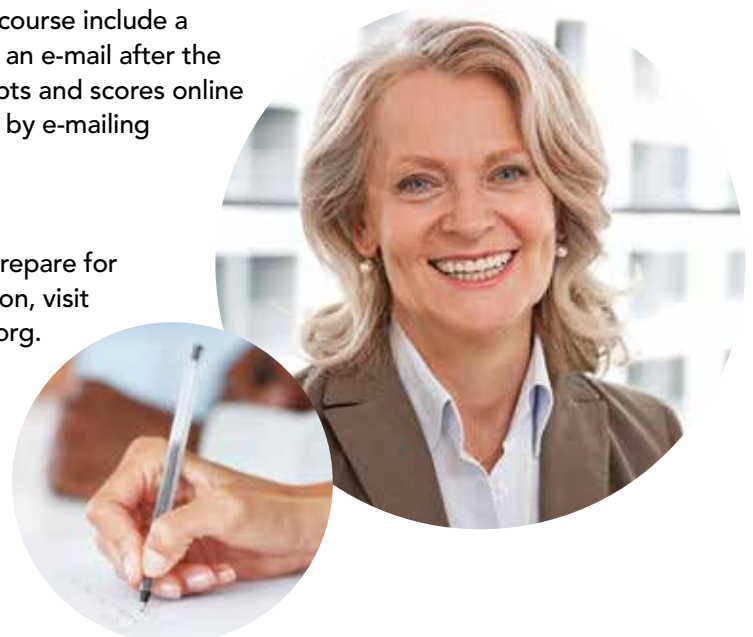
TRANSFERS

Requests must be received in writing at least two weeks prior to the course. E-mail caieducation@caionline.org.

CANCELLATIONS

Refunds for cancellations received in writing at least two weeks prior to the course are subject to a \$100 administration fee (\$150 if less than two weeks prior). E-mail caieducation@caionline.org.

CAI reserves the right to cancel any scheduled course. Visit www.caionline.org for details on rescheduling, notifications and travel/weather policy.



2015 schedule by course

PCAM CASE STUDY

Feb. 19–20 Houston, TX
 Mar. 26–27 Ontario/Riverside, CA
 Apr. 27–28 Las Vegas, NV
 May 28–29 St. Petersburg, FL
 Jun. 25–26 Edison, NJ
 Aug. 13–14 Chicago, IL
 Oct. 22–23 Northern Virginia
 Nov. 12–13 Phoenix/Tempe, AZ

M-100

Jan. 21–24 Denver/Greenwood Village, CO*
 Jan. 22–24 Santa Ana, CA
 Jan. 22–24 Atlanta, GA
 Feb. 18–21 Colorado Springs, CO*
 Feb. 19–21 San Diego, CA
 Feb. 19–21 Arlington Heights, IL
 Feb. 26–28 Phoenix/Tempe, AZ
 Feb. 26–28 Charleston, SC
 Mar. 18–21 Denver/Greenwood Village, CO*
 Mar. 19–21 Raleigh/Durham, NC
 Mar. 19–21 Seattle/Bellevue, WA
 Mar. 26–28 Natick, MA
 Mar. 26–28 Houston, TX
 Apr. 8–10 Northern Virginia
 Apr. 9–11 Minneapolis, MN
 Apr. 27–29 Las Vegas, NV
 May 13–16 Vail, CO*
 May 14–16 Pikesville, MD
 May 14–16 Chicago, IL
 Jun. 4–6 Lancaster, PA
 Jun. 4–6 Dallas, TX
 Jul. 15–17 Northern Virginia
 Jul. 16–18 Lisle, IL
 Aug. 6–8 Los Angeles, CA
 Aug. 6–8 Boca Raton, FL
 Aug. 6–8 Waterbury, CT
 Aug. 20–22 Ontario, CA
 Oct. 1–3 Phoenix/Tempe, AZ
 Sep. 30–2 Northern Virginia, VA
 Oct. 22–24 Orlando, FL
 Oct. 22–24 Sandy, UT
 Oct. 22–24 Virginia Beach, VA
 Oct. 28–31 Denver/Greenwood Village, CO*
 Oct. 29–31 Honolulu, HI
 Nov. 5–7 Pikesville, MD
 Nov. 5–7 Long Island/Ronkonkoma, NY
 Nov. 12–14 Lisle, IL
 Nov. 12–14 Seattle/Bellevue, WA
 Dec. 3–5 Santa Ana, CA
 Dec. 3–5 Myrtle Beach, SC
 Dec. 3–5 Houston, TX

M-201

Jan. 22–23 Seattle/Bellevue, WA
 Feb. 19–20 Denver/Greenwood Village, CO
 Mar. 5–6 Honolulu, HI
 Mar. 2–3 Santa Ana, CA
 Mar. 19–20 Sandy, UT
 Apr. 27–28 Las Vegas, NV
 May 14–15 Birmingham/Hoover, AL
 May 14–15 Portland, ME
 May 27–28 Houston, TX
 Jun. 22–23 Arlington Heights, IL
 Jul. 23–24 Wilmington, NC
 Jul. 30–31 Atlanta, GA
 Aug. 20–21 Myrtle Beach, SC

Sep. 9–10

Sep. 10–11 Northern Virginia
 Oct. 1–2 Destin/Sandestin, FL
 Oct. 29–30 Somerset, NJ
 Oct. 29–30 Dallas, TX

M-202

Jan. 22–23 Portland, OR
 Feb. 19–20 Dallas, TX
 Feb. 26–27 Panama City Beach, FL
 Mar. 3–4 Santa Ana, CA
 Mar. 26–27 Phoenix/Tempe, AZ
 Apr. 27–28 Las Vegas, NV
 May 28–29 Houston, TX
 Jun. 4–5 Charlotte, NC
 Jun. 23–24 Arlington Heights, IL
 Jun. 25–26 Denver/Greenwood Village, CO
 Jul. 16–17 Clearwater/St. Petersburg, FL
 Jul. 16–17 Pikesville, MD
 Sep. 10–11 Northern Virginia
 Sep. 10–11 Pleasanton, CA
 Sep. 10–11 Seattle/Bellevue, WA
 Oct. 22–23 Racine, WI
 Oct. 29–30 Valley Forge, PA
 Nov. 5–6 Natick, MA
 Nov. 5–6 Fort Myers, FL

M-203

Jan. 22–23 Richmond, VA
 Feb. 19–20 Northern Virginia
 Mar. 26–27 Columbus, OH
 Apr. 9–10 Indianapolis, IN
 Apr. 27–28 Las Vegas, NV
 May 28–29 Atlanta, GA
 May 28–30 Seattle/Bellevue, WA
 Jul. 30–31 Dallas, TX
 Aug. 13–14 Colorado Springs, CO
 Aug. 20–21 Houston, TX
 Aug. 20–21 Raleigh/Durham, NC
 Oct. 29–30 Santa Ana, CA

M-204

Mar. 5–6 Santa Ana, CA
 Apr. 9–10 Columbia, SC
 Apr. 27–28 Las Vegas, NV
 May 14–15 Cincinnati, OH
 Jun. 4–5 Cleveland/Strongsville, OH
 Jun. 25–26 Arlington Heights, IL
 Jul. 16–17 Orlando, FL
 Jul. 23–24 Oxnard, CA
 Aug. 6–7 Virginia Beach, VA
 Aug. 13–14 Pikesville, MD
 Sep. 10–11 Honolulu, HI
 Oct. 1–2 Denver/Greenwood Village, CO
 Oct. 22–23 Wilmington, NC

M-205

Jan. 22–23 Minneapolis, MN
 Mar. 5–6 Pikesville, MD
 Mar. 5–6 Chicago, IL
 Apr. 9–10 St. Louis, MO
 Apr. 27–28 Las Vegas, NV
 May 14–15 Santa Ana, CA
 Jun. 4–5 Palm Springs/Palm Desert, CA
 Jul. 23–24 Sarasota, FL
 Oct. 22–23 Sacramento, CA
 Nov. 5–6 Northern Virginia
 Dec. 3–4 Greensboro, NC

M-206

Jan. 22–23 Orlando, FL
 Feb. 26–27 Richmond, VA
 Mar. 26–27 Kansas City, MO
 Apr. 9–10 Natick, MA
 Apr. 27–28 Las Vegas, NV
 Jul. 16–17 San Diego, CA
 Aug. 13–14 Santa Ana, CA
 Sep. 10–11 Arlington Heights, IL
 Oct. 1–2 Palm Springs/Palm Desert, CA
 Oct. 1–2 Minneapolis, MN
 Oct. 29–30 Pikesville, MD
 Dec. 3–4 Northern Virginia

M-310

Feb. 19–20 Greensboro, NC
 Jul. 23–24 Houston, TX

M-320

TBA

M-330

Mar. 26–27 Richmond, VA
 Jul. 30–31 Sturbridge, MA

M-340

Apr. 9–10 Denver/Greenwood Village, CO

M-350

Feb. 26–27 Seattle/Bellevue, WA
 Oct. 1–2 Nashville, TN
 Nov. 5–6 Austin, TX

M-360

May 14–15 Edison, NJ
 Jun. 4–5 Phoenix/Tempe, AZ

M-370

Jun. 4–5 Northern Virginia
 Jul. 23–24 Santa Ana, CA

M-400

Apr. 27–28 Las Vegas, NV

New! See blue listings in schedule for select 200-level courses bundled in three-day or five-day sessions.

*M-100 courses in Colorado include an additional day to meet state requirements.

Course dates and locations are subject to change. Visit www.caionline.org for the most current schedule.

2015 schedule by month

JANUARY

21-24	Denver, CO	M-100
22-23	Seattle/Bellevue, WA	M-201
22-23	Portland, OR	M-202
22-23	Richmond, VA	M-203
22-23	Minneapolis, MN	M-205
22-23	Orlando, FL	M-206
22-24	Santa Ana, CA	M-100
22-24	Atlanta, GA	M-100

FEBRUARY

19-20	Denver, CO	M-201
19-20	Dallas, TX	M-202
19-20	Northern Virginia	M-203
19-20	Houston, TX	CASE
19-20	Greensboro, NC	M-310
19-21	San Diego, CA	M-100
18-21	Colorado Springs, CO	M-100
19-21	Arlington Heights, IL	M-100
26-28	Phoenix/Tempe, AZ	M-100
26-28	Charleston, SC	M-100
26-27	Panama City Beach, FL	M-202
26-27	Richmond, VA	M-206
26-27	Seattle/Bellevue, WA	M-350

MARCH

2-3	Santa Ana, CA	M-201
3-4	Santa Ana, CA	M-202
5-6	Santa Ana, CA	M-204
5-6	Honolulu, HI	M-201
5-6	Baltimore, MD	M-205
5-6	Chicago, IL	M-205
18-21	Denver, CO	M-100
19-20	Sandy, UT	M-201
19-21	Raleigh/Durham, NC	M-100
19-21	Seattle/Bellevue, WA	M-100
26-27	Phoenix/Tempe, AZ	M-202
26-27	Columbus, OH	M-203
26-27	Kansas City, MO	M-206
26-27	Ontario/Riverside, CA	CASE
26-27	Richmond, VA	M-330
26-28	Natick, MA	M-100
26-28	Houston, TX	M-100

APRIL

8-10	Northern Virginia	M-100
9-10	Indianapolis, IN	M-203
9-10	Columbia, SC	M-204
9-10	St. Louis, MO	M-205
9-10	Natick, MA	M-206
9-10	Denver, CO	M-340
9-11	Minneapolis, MN	M-100
27-28	Las Vegas, NV	M-201
27-28	Las Vegas, NV	M-202
27-28	Las Vegas, NV	M-203
27-28	Las Vegas, NV	M-204
27-28	Las Vegas, NV	M-205
27-28	Las Vegas, NV	M-206
27-28	Las Vegas, NV	CASE
27-28	Las Vegas, NV	M-400
27-29	Las Vegas, NV	M-100

MAY

13-16	Vail, CO	M-100
14-15	Birmingham, AL	M-201
14-15	Portland, ME	M-201
14-15	Santa Ana, CA	M-205
14-15	Cincinnati, OH	M-204

14-15	Edison, NJ	M-360
14-16	Baltimore, MD	M-100
14-16	Chicago, IL	M-100
27-28	Houston, TX	M-201
28-29	Houston, TX	M-202
28-29	Atlanta, GA	M-203
28-29	Seattle/Bellevue, WA	M-203
28-29	St. Petersburg, FL	CASE

JUNE

4-5	Charlotte, NC	M-202
4-5	Cleveland, OH	M-204
4-5	Palm Springs, CA	M-205
4-5	Phoenix/Tempe, AZ	M-360
4-5	Northern Virginia	M-370
4-6	Lancaster, PA	M-100
4-6	Dallas, TX	M-100
22-23	Arlington Heights, IL	M-201
23-24	Arlington Heights, IL	M-202
25-26	Arlington Heights, IL	M-204
25-26	Denver, CO	M-202
25-26	Edison, NJ	CASE

JULY

15-17	Northern Virginia	M-100
16-17	Clearwater, FL	M-202
16-17	Pikesville, MD	M-202
16-17	Orlando, FL	M-204
16-17	San Diego, CA	M-206
16-18	Lisle, IL	M-100
23-24	Wilmington, NC	M-201
23-24	Oxnard, CA	M-204
23-24	Sarasota, FL	M-205
23-24	Houston, TX	M-310
23-24	Santa Ana, CA	M-370
30-31	Atlanta, GA	M-201
30-31	Dallas, TX	M-203
30-31	Sturbridge, MA	M-330

AUGUST

6-7	Virginia Beach, VA	M-204
6-8	Los Angeles, CA	M-100
6-8	Boca Raton, FL	M-100
6-8	Waterbury, CT	M-100
13-14	Colorado Springs, CO	M-203
13-14	Pikesville, MD	M-204
13-14	Santa Ana, CA	M-206
13-14	Chicago, IL	CASE
20-21	Myrtle Beach, SC	M-201
20-21	Houston, TX	M-203
20-21	Raleigh/Durham, NC	M-203
20-22	Ontario, CA	M-100

SEPTEMBER

9-10	Northern Virginia	M-201
10-11	Northern Virginia	M-202
10-11	Destin, FL	M-201
10-11	Pleasanton, CA	M-202
10-11	Seattle/Bellevue, WA	M-202
10-11	Honolulu, HI	M-204
10-11	Arlington Heights, IL	M-206
30-10/2	Northern Virginia	M-100

OCTOBER

1-2	Somerset, NJ	M-201
1-2	Denver, CO	M-204
1-2	Minneapolis, MN	M-206
1-2	Palm Springs, CA	M-206
1-2	Nashville, TN	M-350
22-23	Racine, WI	M-202
22-23	Wilmington, NC	M-204
22-23	Sacramento, CA	M-205
22-23	Northern Virginia	CASE
22-24	Orlando, FL	M-100
22-24	Sandy, UT	M-100
22-24	Virginia Beach, VA	M-100
28-31	Denver, CO	M-100
29-30	Dallas, TX	M-201
29-30	Valley Forge, PA	M-202
29-30	Santa Ana, CA	M-203
29-30	Pikesville, MD	M-206
29-31	Honolulu, HI	M-100

NOVEMBER

5-6	Natick, MA	M-202
5-6	Fort Myers, FL	M-202
5-6	Northern Virginia	M-205
5-6	Austin, TX	M-350
5-7	Pikesville, MD	M-100
5-7	Long Island, NY	M-100
12-13	Phoenix/Tempe, AZ	CASE
12-14	Lisle, IL	M-100
12-14	Seattle/Bellevue, WA	M-100

DECEMBER

3-4	Greensboro, NC	M-205
3-4	Northern Virginia	M-206
3-5	Santa Ana, CA	M-100
3-5	Myrtle Beach, SC	M-100
3-5	Houston, TX	M-100

New! See blue listings in schedule for select 200-level courses bundled in three-day or five-day sessions.

*M-100 courses in Colorado include an additional day to meet state requirements.

Course dates and locations are subject to change. Visit www.caionline.org for the most current schedule.

registration form

4 Easy Ways to Register

ONLINE www.caionline.org. Register online four weeks ahead and receive a \$25 discount.

CALL CAI's Member Service Center at (888) 224-4321.

FAX form to CAI at (240) 524-2424.

MAIL form with payment to CAI, P.O. Box 34793, Alexandria, VA 22334-0793. Call ahead to ensure space.



Check here if this is new contact information.

Please print or type.

Check one of the following.

- I am an individual manager member or the primary contact for a management company member of CAI. Member # _____
- I am a member of CAI, but not an individual manager or the primary contact for a management company member. Member # _____
- I am not a member.

NAME _____ TITLE _____

COMPANY/ASSOCIATION _____

STREET ADDRESS _____

CITY/STATE/ZIP+4 _____

COUNTRY _____

PHONE _____ FAX _____ E-MAIL _____

COURSE(S)/DATE(S)/LOCATION(S) _____

M-100 COURSE

CAI member	\$445	\$ _____
3rd or additional registrations (same course, members only)	\$395	\$ _____
<i>Please attach list of additional registrants' contact information.</i>		
Nonmember	\$545	\$ _____

You must be an individual manager member or the primary contact for a management company member of CAI to receive the member discount on the following courses. All other CAI members must pay the nonmember rate for 200-, 300- and 400-level courses.

M-200/300/400 SERIES COURSES

CAI manager member	\$445	\$ _____
3rd or additional registrations (same course, CAI manager members only)	\$395	\$ _____
<i>Please attach list of additional registrants' contact information.</i>		
Nonmember	\$545	\$ _____

To register for PMDP online programs, visit www.caionline.org.

TOTAL \$ _____

PAYMENT METHOD

- Check payable to CAI enclosed Visa MasterCard American Express Discover

NAME ON CARD _____

BILLING ADDRESS _____

CITY/STATE/ZIP _____

ACCOUNT # _____

SIGNATURE _____ EXP. DATE _____





MEET A BANK WITH 20 YEARS IN THE NEIGHBORHOOD.

No matter what size your community is, managing it can be a daily challenge. Union Bank® Homeowners Association Services is here to help.

For over 20 years, we've streamlined the assessment collections process for community associations with specialized tools and services powered by Union Bank product solutions and our proprietary Smartstreet® technology platform. We offer a customized HOA lockbox with same-day processing to accelerate payment collection, reduce mail-in times for checks, and provide homeowners with convenient online payment options.

Whatever your needs, Union Bank provides solutions that make it easier to control your daily financial operations. Contact us today at 866-210-2333 to learn more.

HOAbankers.com Smartstreet.com   



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*Whether you have
1 delinquent account
or over 1,000...
HOA Capital Can Help!*



Providing Associations with Immediate Capital and Ongoing Financial Support

HOA Capital leads the industry by providing Associations with no-cost, immediate and long-term financial solutions, resolving the industry's biggest issue - **managing delinquencies**. We purchase Association's delinquent accounts, completely eliminating legal fees and collection costs and pay all on going assessments until the delinquency is resolved.

HOA CAPITAL - SIMPLE SOLUTIONS TO COMPLEX PROBLEMS

Simple

It is easy to engage HOA Capital... Simply provide some basic information regarding your association's delinquent accounts and we will provide you multiple, no-cost solutions to meet your specific needs.

Immediate

There is no waiting with HOA Capital... We typically provide preliminary pricing for your assets within 48 hours, payment for your delinquencies within 10 days and HOA Capital pays all on going legal fees and collection costs upon acquisition.

Customized

Our solutions are tailored to fit your needs... Our *Shared Opportunity Model* provides Associations with a large initial payment at acquisition and continued payments as we resolve the delinquency. Our *Continued Payment Model* provides Associations with a smaller initial payment at acquisition, but we will pay all ongoing assessments until the delinquency is resolved.

Results

We focus on long-term solutions... Not only do we provide Associations with much needed capital, we partner with Associations to provide long-term and sustainable solutions. HOA Capital's primary goal is to eliminate payment delinquencies and ensure problem assets do not revert back to Associations.

Who is HOA Capital?

HOA Capital Advisors is a leading investment management and advisory firm headquartered in Washington, DC with satellite offices throughout the country.

Key Facts:

We have more capital... HOA Capital is backed by a \$25 billion investment fund and has committed hundreds of millions of dollars to acquiring and managing Association delinquencies throughout the country. This capital allows us to quickly repair homes, pay off other liens and deliver cash back to the Association.

HOA Capital is a professional investment firm... We have decades of experience spanning all facets of real-estate, mortgage and association collections, allowing us to deliver results when others offer excuses. We have recovered millions of dollars for Associations nationwide and we can help you.

HOA Capital will not be out serviced... Our client-centric operating model provides Associations with an optimum level of customer service and support with superior visibility into your assets at every stage of resolution. We pride ourselves in offering an unparalleled level of transparency to our Associations.

HOA CAPITAL - SIMPLE SOLUTIONS TO COMPLEX PROBLEMS

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