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# The Nation's *Only* **HOA** Security Program



*Specializing in HOA Security  
Since 1992*

The only security company in the United States owned by a Certified Manager of Community Associations



Platinum Sponsor  
**2011 National Convention**  
May 4-7, 2011  
Boca Raton, Florida

Contact:  
Keith Leedom, CMCA  
Founder & President  
keith@skysecurityservices.com  
(800) 214-0200 office  
(888) 894-0188 cell

## **HOAS**PITALITY

- *Is a unique HOA security program created by Keith Leedom, CMCA, **Sky's** founder and president.*

## **HOAS**PITALITY TRAINS **Sky's** STAFF IN:

- ***HOA**-specific security procedures*
- *The purpose, structure and operation of an HOA*
- ***HOA**-specific hospitality training*

## **Sky's** CUSTOMER SERVICE

- *One point-of-contact (Vice President) for all clients*
- *15-minute response from VP to urgent issues (24/7)*

**Florida**  
FL LIC# B2900247

**California**  
CA PPO LIC# 14753

**Nevada**  
NV PILB LIC# 1255

**Colorado**  
Denver LIC# 1042185

**Arizona**  
AZ LIC# 1592663

# contents



Events.....	2
Webinars .....	3
Education for Homeowner Leaders .....	4
Education for Business Partners .....	7
Professional Management Development Program.....	9
Designations .....	10
<b>Courses</b>	
<i>The Essentials of Community Association Management   M-100</i> .....	13
<i>Facilities Management   M-201</i> .....	14
<i>Association Communications   M-202</i> .....	15
<i>Community Leadership   M-203</i> .....	16
<i>Community Governance   M-204</i> .....	17
<i>Risk Management   M-205</i> .....	18
<i>Financial Management   M-206</i> .....	19
<i>PCAM Case Study</i> .....	20
<i>Management Company Administration   M-310</i> .....	21
<i>High-Rise Maintenance and Management   M-320</i> .....	22
<i>Advanced Insurance and Risk Management   M-330</i> .....	23
<i>Managing the Large-Scale Association   M-340</i> .....	24
<i>Manager and the Law   M-350</i> .....	25
<i>Leadership Practices in Building Community   M-360</i> .....	26
<i>Managing Developing Communities   M-370</i> .....	27
<i>Contemporary Issues in Community Association Management   M-400</i> .....	28
Registration Information.....	29
Schedules .....	30
Registration Form .....	32



CAI is a 31,000-member association dedicated to building better communities. Working in partnership with 59 domestic chapters, one international chapter and housing leaders around the world, CAI provides information, education and resources to associations and the professionals who support them. Our mission is to inspire professionalism, effective leadership and responsible citizenship, ideals reflected in communities that are preferred places to call home. Visit [www.caionline.org](http://www.caionline.org) or call (888) 224-4321.

# events

CAI events provide education and networking opportunities for community association managers, community volunteer leaders and professionals such as lawyers, accountants, CEOs, reserve study providers and insurance professionals. Many events offer continuing education credit for renewal of professional designations. International participants are encouraged to attend, and their perspective and expertise from a variety of countries add to the quality of each event.

## »» CAI Annual Conference and Exposition

May 2–5, 2012 | Caesars Palace Las Vegas

The CAI Annual Conference and Exposition provides education sessions on operations, leadership, innovative business practices and new products and technologies. Industry professionals and community association volunteer leaders from around the world come together to discuss relevant issues, network and learn about the latest community association trends.



## »» Community Association Law Seminar

Jan. 26–28, 2012 | Palm Springs, 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. 4–6, 2012 | 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. 12–16, 2012 | Northeastern Pennsylvania

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, and participants spend three days 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](http://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 programs are hosted by industry experts to keep you up to date on the latest legislative activity, management trends, industry best practices and subjects of special interest to community managers and homeowners. More than 50 webinars are now available, and new webinars are added every month.

## FORMATS

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

## 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 print or save the certificate of completion to document participation.

## TUITION

### Live and on-demand webinars

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

### Webinars on CD

CAI members: \$69 | Nonmembers: \$117

### Group discount

\$20 off each additional registrant (members and nonmembers)

## REGISTRATION

Visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter) to register for live or on-demand webinars and to order webinars on CD.

## ON-DEMAND WEBINARS

- Best Practices for Worst Cases: Emergency Planning and Recovery
- Man vs. Beast: Managing Wildlife Challenges
- Aging Owners: A Demographic Dilemma
- Culture Club: Diversity in Association Management
- Out of Order: Preventing Disruptive Behavior
- Pool Rules: Meeting New ADA Standards
- Staying Solvent: Fiscal Management in Tough Times
- Fair Value: Property and Casualty Insurance
- Insurance Essentials: Protecting Directors and Officers
- Selective Service: Hiring Qualified Contractors
- Mobile Revolution: Technology Tools to Improve Your Community
- Safely Social: Legal Issues of Social Media for Associations

Find more webinars on demand at [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

# education for homeowner leaders

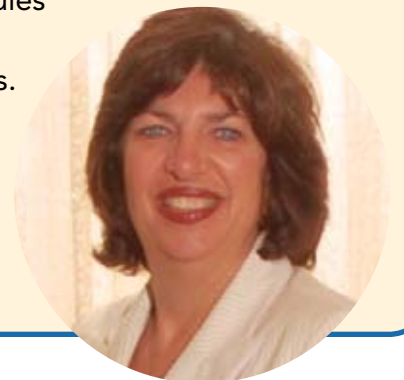
Dear Homeowner Leader:

More than just a challenge, serving on an association board is a legal and ethical obligation to act in the best interests of the homeowners who have invested in that community. Association board members can preserve and protect their communities and meet homeowner expectations by taking advantage of learning opportunities developed specifically for them.

CAI information and best practices can help leaders create and sustain vibrant communities, avoid common problems and become more effective, efficient and respected leaders. From roles and responsibilities to financial management and rules enforcement, association governance and management demand a thorough understanding of individual and collective responsibilities. CAI education can help.

Victoria A. Cohen

Chair, 2012 Community Association Volunteers Committee



## »» Board Member Basics

CAI developed Board Member Basics in support of its mission to inspire responsible and enlightened leadership in homeowners associations, condominium communities and cooperatives. The educational program is ideal for current association board and committee members, residents who aspire to community leadership positions and other residents who want to better understand how associations can and should function. The self-study curriculum includes the following materials, all of which are available for no cost at [www.caionline.org/boardmemberbasics](http://www.caionline.org/boardmemberbasics).

- Model Code of Ethics for Community Association Board Members
- Community Association Fundamentals
- Rights and Responsibilities for Better Communities
- Community Association Governance Guidelines
- Levels 1 and 2 of the Community Volunteer Leadership Development Program:
  - An Introduction to Community Association Living*
  - The Fundamentals of Community Volunteer Leadership*

Homeowners who have completed the program have demonstrated a commitment to greater knowledge and put themselves in a better position to provide leadership in their communities. Board Member Basics includes a Statement of Completion to print and share with fellow leaders and homeowners to show that they have taken this important step.



## Community Volunteer Leadership Development Program

This program is a series of four courses, offered online and through CAI chapters. From beginner- to advanced-level content, it provides a comprehensive look at the roles and responsibilities of community association leaders and provides the information, guidance and perspective they need to help create and maintain the kind of community people want to call home.

### An Introduction to Community Association Living—Level 1

Recommended for homeowners new to community association living and a great resource for beginning volunteer leaders, this course focuses on the rights and responsibilities of a community association homeowner and volunteer leader. It outlines the roles and functions of community associations, such as providing services, managing physical assets and advocating for fellow homeowners. It also covers key governing documents, the function of association boards, the purpose of committees and the roles of both the community manager and staff. Format: PDF download or chapter program

### The Fundamentals of Community Volunteer Leadership—Level 2

This course is recommended for homeowners who have decided to become more active volunteers or to seek positions as board members. Available at no cost for CAI members, the course covers the basic operation of a community association. It also covers practical operational needs such as self-management, the bidding process for outside service providers, maintenance issues, accounting and legal services, and how to plan for and conduct board meetings. Format: Online course

### The Essentials of Community Association Volunteer Leadership—Level 3

This course is the next step in preparing homeowners to assume leadership roles in their communities. This one-day, intensive chapter program explains how to communicate with association members, hire qualified product and service providers, develop and implement enforceable rules and regulations, and read and monitor financial statements. Format: Chapter program

### Selected Topics in Community Association Leadership—Level 4

For board members seeking to acquire advanced-level skills to better serve their community associations, Selected Topics in Community Association Leadership are chapter programs that offer in-depth training on specific subjects. Course topics include building community, conflict resolution, facilities maintenance, insurance matters, financial aspects, deed restrictions and assembling the professional team. Format: Chapter program

## REGISTRATION

To download PDF files or to register for online courses, visit [www.caionline.org/boardmemberbasics](http://www.caionline.org/boardmemberbasics).

To register for chapter programs, contact your local CAI chapter. Visit [www.caionline.org/chapters](http://www.caionline.org/chapters) for contact information.



# CAI Job Market.

The Right Job. The Right Employee.  
The Right Match.

[www.caionline.org/jobmarket](http://www.caionline.org/jobmarket)



You've invested in your career as a community association manager—now highlight the credentials, skills and knowledge you've earned on CAI Job Market.

CAI Job Market is your best way to get noticed—and hired—by management companies, associations, law and accounting firms and other professional service providers in the community association field.

Post your resume and profile online for free, and get connected with employers who will recognize and reward your professional credentials. For no cost, you can search and apply for jobs nationwide and set up job alerts for opportunities that match your requirements.

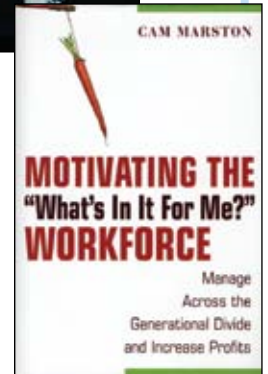
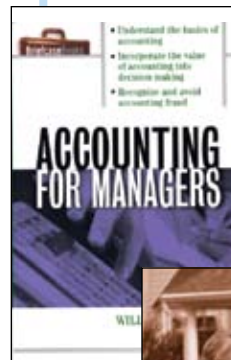


# management BY THE BOOK

Are you managing your community “by the book?” Empowering yourself and your community with information is just a click away at CAI Press. We publish the largest collection of books and guides on community associations available today—all written by industry experts who provide insights, guidance and solutions relevant to your specific challenges.

The practical skills and professional perspectives in every publication are tools that will help you govern and manage more effectively in any situation.

Visit CAI Press at [www.caionline.org/shop](http://www.caionline.org/shop) and discover community management by the book.



# education for business partners

Dear Business Partners:

In an industry that supports more than 60 million Americans, nothing is more important than a job well done. The adage applies not only to management professionals and homeowner volunteer leaders, but also to the thousands of companies and professionals who support common-interest communities—accountants, attorneys, bankers, insurance professionals, landscapers, painters, reserve specialists, software providers and many others.

Their importance to communities and CAI cannot be understated. That's why CAI now offers Business Partner Essentials, 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 member distinction. I hope you will join me in supporting this program by distinguishing yourself as an Educated Business Partner and sharing your accomplishment with your current and potential clients.



Henry A. Goodman, Esq.  
Chair, 2012 Business Partners Council

## COURSE MATERIALS

Online webinar with exam. Printable materials and completion certificate.

## COURSE LENGTH

Approximately three hours, with additional reading materials available.

## TUITION

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

## REGISTRATION

For information and to register visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

## CAI BUSINESS PARTNER DESIGNATIONS

- RS™ Reserve Specialist
- CIRMS® Community Insurance and Risk Management Specialist
- CCAL™ College of Community Association Lawyers
- AAMC Accredited Association Management Company

Visit [www.caionline.org/designations](http://www.caionline.org/designations) for more information.



**That's why AssociationVoice  
Web sites are easy.**

### **To prove it, we're putting our money where your mouse is.**

Why do 98% of the communities and management firms who switch to AssociationVoice stick with us year after year? It's easy! Our clients know simple-to-use Web sites are the only ones that get embraced by their communities. From messaging, minutes and maintenance to accounting integration, now you can try AssociationVoice risk-free for 90 days. So you can see firsthand: the easier your Web site, the more they'll use it. And the more they use it, the easier your life becomes. **Call us today. And experience the difference between mere satisfaction and Satisfaction Guaranteed.**



 **AssociationVoice** SM

800.992.4384 | EmailUs@AssociationVoice.com  
[www.AssociationVoice.com](http://www.AssociationVoice.com)

# professional management development program

Dear Community Manager:

For managers who take advantage of educational opportunities and hold professional designations, growth opportunities in professional community management are significant. The most important thing you can do to increase your earning potential and accelerate your career is to obtain training and designations from CAI's Professional Management Development Program (PMDP).

CAI courses help you earn and maintain the professional designations that inspire confidence and increase income. I know from experience that this is a path to greater knowledge, expertise and professional growth. I encourage you to review the information on these pages and develop a plan for your own continued success.

**Lori Loch-Lee, CMCA, AMS, PCAM**  
Chair, 2012 Association of Professional Community Managers (APCM) Board

*Individual managers and management company primary contacts are automatically enrolled in APCM through their CAI membership.*



## FACULTY

More than 90 highly skilled, experienced professionals in community management, law, insurance and finance instruct CAI courses. Managers on the faculty hold a Professional Community Association Manager (PCAM) 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.



## Being the Right Professional

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.

Professional designations give employers confidence that you have the knowledge, experience and integrity to provide the best possible service to their association.

Community associations and management companies are always looking for 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 designation to clients and employers.



Debra Warren, CMCA, PCAM  
CAI Educator of the Year

# designations

## Association Management Specialist (AMS®)

The AMS designation 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 5,500 AMS designees worldwide.



### APPLICATION REQUIREMENTS\*

1. Two years of verified experience in financial, administrative and facilities management of at least one association
2. Successful completion of the Certified Manager of Community Associations (CMCA®) exam, administered by the National Board of Certification for Community Association Managers (NBC-CAM). Visit [www.nbccam.org](http://www.nbccam.org) for details.
3. Successful completion of CAI's M-100 course and at least one 200-level course (M-201–M-206)
4. Submission of AMS application and notarized Professional Manager Code of Ethics
5. Payment of application fee (APCM members: \$150; nonmembers: \$250)

\*Beginning June 1, 2012, AMS applicants must complete at least two 200-level courses.

### ANNUAL FEE

APCM members: \$75 | Nonmembers: \$175

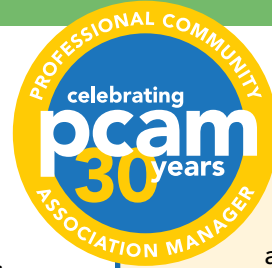
Annual fees are due in August.

### 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 PCAM holders)

\*\*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, 9–6:30 ET) or visit [www.caionline.org/designations](http://www.caionline.org/designations). Credentialing requirements are subject to change.



## Professional Community Association Manager (PCAM®)

The PCAM designation is the highest professional recognition for managers who specialize in community associations. PCAM designees are the elite in community management. They often earn higher salaries and are more sought after than other managers. The designation must be renewed every three years through continuing education and professional experience. There are more than 2,000 PCAM designees worldwide.

### APPLICATION REQUIREMENTS\*

1. Five years of verified, direct community association management experience
2. Successful completion of the CMCA exam, administered by NBC-CAM. Visit [www.nbccam.org](http://www.nbccam.org) for details.
3. Successful completion of CAI's M-100 and all six 200-level courses (M-201–M-206)
4. Submission of PCAM application and notarized Professional Manager Code of Ethics
5. Successful completion of the PCAM Case Study
6. Payment of application fee (APCM members: \$195; nonmembers: \$295)

\*The last course must have been completed within the past five years.

### ANNUAL FEE

APCM members: \$150 | Nonmembers: \$250

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 event)
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.

In May 1982, CAI awarded its first PCAM designations to 29 highly dedicated and driven managers who strove to become experts in their field. Nearly thirty years later, the PCAM is recognized as the industry's top designation; a trusted sign that the managers who've obtained it exhibit exceptional skills, knowledge and professionalism. Representing the pinnacle of association management, fewer than 2,100 elite managers have been awarded this designation during the past three decades.



Marjorie "Marj" Peterson, PCAM  
First Female PCAM

# designations CONT'D

## Large-Scale Manager (LSM®)

The LSM designation gives managers the opportunity to specialize within the profession after obtaining the PCAM designation. For the purposes of this specialist designation, 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 a minimum of 1,000 acres; and 3) a minimum annual operating budget of \$2 million dollars. The designation must be renewed every three years through professional experience, service activities and continuing education. There are 60 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 last 10 years
2. Active PCAM designation
3. Successful completion of CAI's M-340 course or attendance at one Large-Scale Managers Workshop
4. Submission of LSM application and notarized Professional Manager Code of Ethics
5. Payment of application fee (APCM members: \$95; nonmembers: \$195)

\*Course or event attendance must have been completed within the past three years.

### ANNUAL FEE

APCM members: \$45 | Nonmembers: \$170

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
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, 9-6:30 ET) or visit [www.caionline.org/designations](http://www.caionline.org/designations). Credentialing requirements are subject to change.

# 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, an essential review for veteran managers and an advanced course for board members. 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, assisting and conducting board meetings
- Preparing budgets and funding reserves
- Assessment collection policies and procedures
- Collecting delinquent payments from owners
- 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 CD 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

APCM member: \$445 | Nonmember: \$545

### DESIGNATION CREDIT

M-100 is required for AMS and PCAM designations. Successful completion of the M-100 can be the first step toward earning the CMCA credential, awarded by NBC-CAM. Visit [www.nbccam.org](http://www.nbccam.org) for details.

### CONTINUING EDUCATION CREDIT

Visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter) for information on continuing education for state licenses.



**M-100 ALSO  
AVAILABLE  
ONLINE**

Scan the tag or visit  
[www.caionline.org/edcenter](http://www.caionline.org/edcenter)  
for information and registration.

Scan the tag or visit  
[www.caionline.org/pmdp](http://www.caionline.org/pmdp)  
and register for this course online!

Register online  
four weeks ahead and  
receive a \$25 discount.



# 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

#### COURSE MATERIALS

Participant guide and CD with articles and additional resources  
CAI Guides for Association Practitioners: *Bids and Contracts*,  
*Landscape Contractors* and *Natural Disasters*

#### COURSE LENGTH

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

#### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

**M-201 ALSO  
AVAILABLE  
ONLINE**



Scan the tag or visit  
[www.caionline.org/edcenter](http://www.caionline.org/edcenter)  
for information and registration.



Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp)  
and register for this course online!

Register online four weeks ahead and  
receive a \$25 discount.

# association communications

## Learn key communication techniques to improve resident and board relations.

This course offers communication strategies that will benefit both new and experienced managers and provide the skills to better understand owners and volunteers. You'll learn the basics of good customer service and gain the tools 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 owners' 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 CD 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

APCM 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.nbccam.org](http://www.nbccam.org) for details.  
For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.



# 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 promote 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 accomplish more at every meeting. 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 CD 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

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).



Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.

# 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 CD 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

APCM member: \$445 | Nonmember: \$545

### DESIGNATION CREDIT

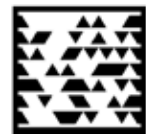
M-204 is required for the PCAM designation.

### CONTINUING EDUCATION CREDIT

M-204 is approved for 14 hours of continuing education for CMCA recertification. Visit [www.nbccam.org](http://www.nbccam.org) for details.  
For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.



# 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 CD 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

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

M-205 ALSO  
AVAILABLE  
ONLINE



Scan the tag or visit  
[www.caionline.org/edcenter](http://www.caionline.org/edcenter)  
for information and registration.



Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp)  
and register for this course online!

Register online four weeks ahead and  
receive a \$25 discount.

# financial management

## Learn how to best 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 CD 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

APCM 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.nbccam.org](http://www.nbccam.org) for details.  
For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).



**M-206 ALSO  
AVAILABLE  
ONLINE**

Scan the tag or visit  
[www.caionline.org/edcenter](http://www.caionline.org/edcenter)  
for information and registration.

Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp)  
and register for this course online!

Register online four weeks ahead and  
receive a \$25 discount.



# case study



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.

#### 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 past year (other requirements apply, please see page 11). For a PCAM application or a PCAM Case Study registration form, please call CAI's Designations Department at (888) 224-4321.

#### COURSE MATERIALS

Participant guide and CD with articles and additional resources

#### COURSE LENGTH

2 days | Course times vary by location.

#### DESIGNATION CREDIT

The PCAM Case Study is required for the PCAM designation.

# 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

### COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.



# M-320 high-rise maintenance and 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

#### COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

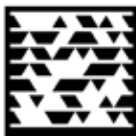
#### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).



Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.

# 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 and equipment and property



### COURSE MATERIALS

Participant guide

### COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.



# managing the large-scale association



## Learn how to meet the unique needs of extensive 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 more than \$2 million. You'll explore the relationships between large-scale associations and municipalities as well as the relationships between master associations and subassociations. You'll also learn to distinguish between open, commercial and residential properties. Topics include:

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

### COURSE MATERIALS

Participant guide

### COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details. For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).



Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) 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 realistic 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 operations. Topics include:

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



### COURSE MATERIALS

Participant guide

### COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp)  
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 cooperative community.

This course teaches you the management strategies that build better community relations. You'll learn how to help your community members develop social and problem-solving skills and foster greater participation in the community. It will also help 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 community members
- Cultivating personal leadership skills

### COURSE MATERIALS

Participant guide

### COURSE LENGTH

2 days | 9 a.m.–5 p.m. both days

### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).



Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.

# 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 potential problems. You'll learn to effectively manage a transition 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 transfer of control
- Operational turnover
- Risk management
- Association and developer expectations



### COURSE MATERIALS

Participant guide

### COURSE LENGTH

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

### TUITION

APCM 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.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).

Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.



# M-400

## CONTEMPORARY ISSUES IN

# community association management



### Learn about existing and emerging technologies for community association management.

This interactive course shows how current technologies can help community associations operate more efficiently, enhance their services and increase their revenues. Discover how industry-specific best practices and technology can work hand in hand for optimal results and learn about new developments on the horizon. Topics include:

- A case study for a management company software search
- New personal and business hardware and software to keep you on the leading edge of your profession
- Emerging technologies beneficial to community association management

#### COURSE MATERIALS

Participant guide

#### COURSE LENGTH

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

#### TUITION

APCM member: \$445 | Nonmember: \$545

#### CONTINUING EDUCATION CREDIT

M-400 meets requirements for PCAM redesignation and is approved for 14 hours of continuing education for CMCA recertification. Visit [www.nbccam.org](http://www.nbccam.org) for details.

For information on continuing education for state licenses, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter).



Scan the tag or visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) and register for this course online!

Register online four weeks ahead and receive a \$25 discount.

# registration information

## REGISTRATION

Courses are open to everyone. Register online four weeks in advance and receive a \$25 discount. CAI strongly encourages you to register online for immediate confirmation. If you are mailing a check, call CAI to ensure space. 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 AND APCM MEMBERSHIP

CAI individual manager membership is just \$120 per year. Individual managers and management company primary contacts are automatically enrolled in APCM through their CAI membership. Become a member today—call CAI's Member Service Center at (888) 224-4321 (M–F, 9–6:30 ET) or visit [www.caionline.org/join](http://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](mailto:caieducation@caionline.org).

## EXAMS

The M-100 course and all 200-level courses 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](http://www.caionline.org). Exam retakes can be arranged by e-mailing [caieducation@caionline.org](mailto: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/edcenter](http://www.caionline.org/edcenter) or e-mail [caieducation@caionline.org](mailto: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](mailto:caieducation@caionline.org).

## CANCELLATIONS

Cancellations must be received in writing at least two weeks prior to the course, and refunds are subject to a \$100 administration fee (\$150 if less than two weeks prior). E-mail [caieducation@caionline.org](mailto:caieducation@caionline.org).

CAI reserves the right to cancel any scheduled course. Visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter) for details on rescheduling, notifications and travel/weather policy.



# 2012 schedule by course

## M-100

Jan. 25–27 Northern Virginia, VA  
 Jan. 26–28 Boca Raton, FL  
 Jan. 26–28 San Diego, CA  
 Jan. 26–28 Phoenix/Tempe, AZ  
 Feb. 9–11 Sacramento, CA  
 Feb. 9–11 Arlington Heights, IL  
 Feb. 9–11 Greenville, SC  
 Feb. 23–25 Louisville, KY  
 Feb. 23–25 Dallas, TX  
 Feb. 23–25 Salt Lake City, UT  
 March 8–10 Natick, MA  
 March 8–10 Richmond, VA  
 March 8–10 Denver, CO  
 March 15–17 Birmingham, AL  
 March 15–17 Santa Ana, CA  
 March 15–17 Seattle, WA  
 March 22–24 Long Island, NY  
 April 12–14 Jacksonville, FL  
 April 12–14 Chicago, IL  
 April 12–14 Charlotte, NC  
 April 18–20 Northern Virginia, VA  
 April 19–21 Palm Springs, CA  
 April 30–May 2 Las Vegas, NV  
 May 31–June 2 Bloomington, MN  
 June 7–9 Baltimore, MD  
 June 7–9 Sarasota, FL  
 June 21–23 Manchester, NH  
 June 21–23 Santa Ana, CA  
 June 21–23 Denver, CO  
 June 28–30 Honolulu, HI  
 July 19–21 Livonia, MI  
 July 19–21 Mystic, CT  
 July 19–21 Naples/Ft. Myers, FL  
 Aug. 2–4 Los Angeles, CA  
 Aug. 16–18 Lisle, IL  
 Aug. 23–25 Houston, TX  
 Sept. 13–15 Albuquerque, NM  
 Sept. 20–22 Portland, OR  
 Oct. 11–13 Raleigh, NC  
 Oct. 11–13 Santa Ana, CA  
 Oct. 17–19 Northern Virginia, VA  
 Oct. 25–27 Edison, NJ  
 Nov. 1–3 Atlanta, GA  
 Nov. 15–17 Seattle, WA  
 Nov. 15–17 Commack, NY  
 Nov. 15–17 Baltimore, MD  
 Nov. 15–17 Los Angeles, CA  
 Dec. 6–8 Nashville, TN  
 Dec. 6–8 Colorado Springs, CO  
 Dec. 6–8 Myrtle Beach, SC

## M-201

Feb. 9–10 Santa Ana, CA  
 Feb. 23–24 Northern Virginia, VA  
 Feb. 23–24 Boca Raton, FL  
 March 8–9 Valley Forge, PA  
 March 15–16 St. Louis, MO  
 March 22–23 Virginia Beach, VA  
 March 22–23 Phoenix/Tempe, AZ  
 April 30–May 1 Las Vegas, NV  
 May 17–18 Austin, TX  
 May 17–18 Lisle, IL  
 June 21–22 Sarasota, FL  
 June 28–29 Houston, TX  
 July 19–20 Baltimore, MD  
 Aug. 23–24 Jacksonville, FL  
 Sept. 13–14 Nashville, TN  
 Nov. 1–2 Walnut Creek, CA

## M-202

Jan. 26–27 Atlanta, GA  
 Feb. 9–10 Charlotte, NC

Feb. 23–24 Destin, FL  
 March 15–16 Northern Virginia, VA  
 March 22–23 Livonia, MI  
 April 12–13 Atlantic City, NJ  
 April 19–20 Seattle, WA  
 April 30–May 1 Las Vegas, NV  
 May 17–18 Santa Ana, CA  
 May 31–June 1 Houston, TX  
 June 28–29 Columbia, SC  
 July 12–13 San Antonio, TX  
 July 12–13 Sarasota, FL  
 July 19–20 Chicago, IL  
 Aug. 2–3 Baltimore, MD  
 Aug. 16–17 Phoenix/Tempe, AZ  
 Sept. 13–14 Buffalo, NY  
 Oct. 11–12 Philadelphia, PA  
 Oct. 18–19 Virginia Beach, VA  
 Nov. 1–2 Natick, MA  
 Nov. 15–16 San Diego, CA

## M-203

Jan. 26–27 Seattle, WA  
 Feb. 9–10 Ontario, CA  
 March 15–16 Greensboro, NC  
 April 19–20 St. Louis, MO  
 April 30–May 1 Las Vegas, NV  
 May 17–18 Portland, ME  
 June 7–8 Louisville, KY  
 June 21–22 Los Angeles, CA  
 June 28–29 Clearwater/St. Petersburg, FL  
 June 28–29 Northern Virginia, VA  
 Aug. 16–17 Denver, CO  
 Aug. 23–24 Santa Ana, CA  
 Sept. 13–14 Cleveland, OH  
 Sept. 20–21 Ft. Lauderdale, FL  
 Oct. 18–19 Austin, TX  
 Oct. 25–26 Orlando/Kissimmee, FL  
 Oct. 25–26 Racine, WI  
 Nov. 15–16 Arlington Heights, IL

## M-204

Feb. 9–10 Baltimore, MD  
 March 8–9 Atlanta, GA  
 April 12–13 Santa Ana, CA  
 April 19–20 Charleston, SC  
 April 30–May 1 Las Vegas, NV  
 May 31–June 1 Colorado Springs, CO  
 June 7–8 Albuquerque, NM  
 June 21–22 Dallas, TX  
 July 12–13 Orange Beach, AL  
 July 19–20 Portland, OR  
 Aug. 2–3 Charlotte, NC  
 Aug. 2–3 Ft. Lauderdale, FL  
 Aug. 23–24 Northern Virginia, VA  
 Sept. 13–14 Lebanon, NH  
 Sept. 20–21 Sacramento, CA  
 Oct. 11–12 Livonia, MI  
 Oct. 18–19 Naples/Ft. Myers, FL  
 Oct. 25–26 Honolulu, HI  
 Nov. 15–16 Phoenix/Tempe, AZ  
 Dec. 6–7 Chicago, IL

## M-205

Feb. 9–10 Denver, CO  
 March 8–9 Lisle, IL  
 March 22–23 Bloomington, MN  
 April 19–20 Houston, TX  
 April 30–May 1 Las Vegas, NV  
 May 31–June 1 Boca Raton, FL  
 June 21–22 Greensboro, NC  
 June 28–29 San Diego, CA  
 July 12–13 Seattle, WA  
 July 12–13 Phoenix/Tempe, AZ

Aug. 16–17 Destin, FL  
 Sept. 13–14 Dallas, TX  
 Sept. 20–21 Santa Ana, CA  
 Oct. 18–19 Cromwell, CT  
 Oct. 25–26 Salt Lake City, UT  
 Nov. 1–2 Northern Virginia, VA

## M-206

Jan. 26–27 Richmond, VA  
 Feb. 23–24 Edison, NJ  
 Feb. 23–24 Walnut Creek, CA  
 March 8–9 Baltimore, MD  
 April 12–13 Dallas, TX  
 April 30–May 1 Las Vegas, NV  
 May 31–June 1 Raleigh, NC  
 June 7–8 Oxnard, CA  
 June 21–22 Arlington Heights, IL  
 Aug. 2–3 Bloomington, MN  
 Aug. 16–17 Greenville, SC  
 Aug. 23–24 Boca Raton, FL  
 Sept. 13–14 Atlanta, GA  
 Sept. 20–21 Naples/Ft. Myers, FL  
 Sept. 20–21 Phoenix/Tempe, AZ  
 Oct. 11–12 Cincinnati, OH  
 Oct. 18–19 Denver, CO  
 Nov. 1–2 Santa Ana, CA  
 Nov. 1–2 Valley Forge, PA  
 Dec. 6–7 Northern Virginia, VA

## PCAM CASE STUDY

Jan. 26–27 Dallas, TX  
 March 8–9 Northern Virginia, VA  
 April 30–May 1 Las Vegas, NV  
 June 28–29 Edison, NJ  
 July 12–13 Ontario, CA  
 Sept. 20–21 Denver, CO  
 Oct. 25–26 Livonia, MI

## M-310

March 15–16 Austin, TX  
 April 12–13 Baltimore, MD  
 Nov. 15–16 Raleigh, NC

## M-320

May 31–June 1 Seattle, WA  
 July 19–20 Atlanta, GA  
 Dec. 6–7 West New York, NJ

## M-330

June 7–8 Phoenix/Tempe, AZ

## M-340

Dec. 6–7 Santa Ana, CA

## M-350

May 17–18 Denver, CO  
 Aug. 2–3 Las Vegas, NV  
 Aug. 16–17 Clearwater/St. Petersburg, FL  
 Sept. 20–21 Northern Virginia, VA

## M-360

July 12–13 Natick, MA  
 Sept. 13–14 Seattle, WA

## M-370

Oct. 18–19 Lisle, IL  
 Oct. 25–26 Houston, TX

## M-400

April 30–May 1 Las Vegas, NV

Course dates and locations are subject to change. Visit [www.caionline.org/pmdp](http://www.caionline.org/pmdp) for the most current schedule.

# 2012 schedule by region

## CAI ANNUAL CONFERENCE MAY 2-5

M-100	Las Vegas	April 30-May 2
M-201	Las Vegas	April 30-May 1
M-202	Las Vegas	April 30-May 1
M-203	Las Vegas	April 30-May 1
M-204	Las Vegas	April 30-May 1
M-205	Las Vegas	April 30-May 1
M-206	Las Vegas	April 30-May 1
M-400	Las Vegas	April 30-May 1
CASE	Las Vegas	April 30-May 1

## FLORIDA

M-100	Boca Raton	Jan. 26-28
M-201	Boca Raton	Feb. 23-24
M-202	Destin	Feb. 23-24
M-100	Jacksonville	April 12-14
M-205	Boca Raton	May 31-June 1
M-100	Sarasota	June 7-9
M-201	Sarasota	June 21-22
M-203	Clearwater, FL	June 28-29
M-202	Sarasota	July 12-13
M-100	Naples/Ft. Myers	July 19-21
M-204	Ft. Lauderdale	Aug. 2-3
M-205	Destin	Aug. 16-17
M-350	Clearwater, FL	Aug. 16-17
M-201	Jacksonville	Aug. 23-24
M-206	Boca Raton	Aug. 23-24
M-203	Ft. Lauderdale	Sept. 20-21
M-206	Naples/Ft. Myers	Sept. 20-21
M-204	Naples/Ft. Myers	Oct. 18-19
M-203	Orlando/Kissimmee	Oct. 25-26

## HAWAII

M-100	Honolulu	June 28-30
M-204	Honolulu	Oct. 25-26

## MID-ATLANTIC

M-100	Northern Virginia, VA	Jan. 25-27
M-206	Richmond, VA	Jan. 26-27
M-204	Baltimore, MD	Feb. 9-10
M-201	Northern Virginia, VA	Feb. 23-24
M-206	Edison, NJ	Feb. 23-24
M-100	Richmond, VA	March 8-10
M-201	Valley Forge, PA	March 8-9
M-206	Baltimore, MD	March 8-9
CASE	Northern Virginia, VA	March 8-9
M-202	Northern Virginia, VA	March 15-16
M-201	Virginia Beach, VA	March 22-23
M-202	Atlantic City, NJ	April 12-13
M-310	Baltimore, MD	April 12-13
M-100	Northern Virginia, VA	April 18-20
M-100	Baltimore, MD	June 7-9
M-203	Northern Virginia, VA	June 28-29
CASE	Edison, NJ	June 28-29
M-201	Baltimore, MD	July 19-20
M-202	Baltimore, MD	Aug. 2-3
M-204	Northern Virginia, VA	Aug. 23-24
M-350	Northern Virginia, VA	Sept. 20-21
M-202	Philadelphia, PA	Oct. 11-12
M-100	Northern Virginia, VA	Oct. 17-19
M-202	Virginia Beach, VA	Oct. 18-19
M-100	Edison, NJ	Oct. 25-27
M-205	Northern Virginia, VA	Nov. 1-2
M-206	Valley Forge, PA	Nov. 1-2
M-100	Baltimore, MD	Nov. 15-17
M-206	Northern Virginia, VA	Dec. 6-7
M-320	West New York, NJ	Dec. 6-7

## MIDWEST

M-100	Arlington Heights, IL	Feb. 9-11
M-100	Louisville, KY	Feb. 23-25
M-205	Lisle, IL	Mar 8-9

M-201	St. Louis, MO	Mar 15-16
M-202	Livonia, MI	Mar 22-23
M-205	Bloomington, MN	Mar 22-23
M-100	Chicago, IL	April 12-14
M-203	St. Louis, MO	April 19-20
M-201	Lisle, IL	May 17-18
M-100	Bloomington, MN	May 31-June 2
M-203	Louisville, KY	June 7-8
M-206	Arlington Heights, IL	June 21-22
M-100	Livonia, MI	July 19-21
M-202	Chicago, IL	July 19-20
M-206	Bloomington, MN	Aug. 2-3
M-100	Lisle, IL	Aug. 16-18
M-203	Cleveland, OH	Sept. 13-14
M-204	Livonia, MI	Oct. 11-12
M-206	Cincinnati, OH	Oct. 11-12
M-370	Lisle, IL	Oct. 18-19
M-203	Racine, WI	Oct. 25-26
CASE	Livonia, MI	Oct. 25-26
M-203	Arlington Heights, IL	Nov. 15-16
M-204	Chicago, IL	Dec. 6-7

## NEW ENGLAND

M-100	Natick, MA	March 8-10
M-100	Long Island, NY	March 22-24
M-100	Manchester, NH	June 21-23
M-360	Natick, MA	July 12-13
M-202	Buffalo, NY	Sept. 13-14
M-204	Lebanon, NH	Sept. 13-14
M-100	Commack, NY	Nov. 15-17
M-203	Portland, ME	May 17-18
M-100	Mystic, CT	July 19-21
M-205	Cromwell, CT	Oct. 18-19
M-202	Natick, MA	Nov. 1-2

## NORTHERN CALIFORNIA/NORTHWEST

M-201	Walnut Creek, CA	Nov. 1-2
M-203	Seattle, WA	Jan. 26-27
M-100	Sacramento, CA	Feb. 9-11
M-100	Seattle, WA	March 15-17
M-202	Seattle, WA	April 19-20
M-320	Seattle, WA	May 31-June 1
M-205	Seattle, WA	July 12-13
M-204	Portland, OR	July 19-20
M-360	Seattle, WA	Sept. 13-14
M-100	Portland, OR	Sept. 20-22
M-204	Sacramento, CA	Sept. 20-21
M-100	Seattle, WA	Nov. 15-17

## ROCKY MOUNTAIN/SOUTHWEST

M-100	Phoenix, AZ	Jan. 26-28
M-205	Denver, CO	Feb. 9-10
M-100	Salt Lake City, UT	Feb. 23-25
M-100	Denver, CO	March 8-10
M-201	Phoenix, AZ	March 22-23
M-350	Denver, CO	May 17-18
M-204	Colorado Springs, CO	May 31-June 1
M-330	Phoenix, AZ	June 7-8
M-100	Denver, CO	June 21-23
M-205	Phoenix, AZ	July 12-13
M-350	Las Vegas, NV	Aug. 2-3
M-202	Phoenix, AZ	Aug. 16-17
M-203	Denver, CO	Aug. 16-17
M-100	Albuquerque, NM	Sept. 13-15
M-206	Phoenix/Tempe, AZ	Sept. 20-21
CASE	Denver, CO	Sept. 20-21
M-206	Denver, CO	Oct. 18-19
M-205	Salt Lake City, UT	Oct. 25-26
M-204	Phoenix, AZ	Nov. 15-16
M-100	Colorado Springs, CO	Dec. 6-8

## SOUTHERN CALIFORNIA

M-100	San Diego	Jan. 26-28
M-201	Santa Ana	Feb. 9-10
M-203	Ontario	Feb. 9-10
M-206	Walnut Creek	Feb. 23-24
M-100	Santa Ana	March 15-17
M-204	Santa Ana	April 12-13
M-100	Palm Springs	April 19-21
M-202	Santa Ana	May 17-18
M-206	Oxnard	June 7-8
M-100	Santa Ana	June 21-23
M-203	Los Angeles	June 21-22
M-205	San Diego	June 28-29
CASE	Ontario	July 12-13
M-100	Los Angeles	Aug. 2-4
M-203	Santa Ana	Aug. 23-24
M-205	Santa Ana	Sept. 20-21
M-100	Santa Ana	Oct. 11-13
M-206	Santa Ana	Nov. 1-2
M-100	Los Angeles	Nov. 15-17
M-202	San Diego	Nov. 15-16
M-340	Santa Ana	Dec. 6-7

## SOUTHERN STATES

M-202	Atlanta, GA	Jan. 26-27
M-100	Greenville, SC	Feb. 9-11
M-202	Charlotte, NC	Feb. 9-10
M-204	Atlanta, GA	March 8-9
M-100	Birmingham, AL	March 15-17
M-203	Greensboro, NC	March 15-16
M-100	Charlotte, NC	April 12-14
M-204	Charleston, SC	April 19-20
M-206	Raleigh, NC	May 31-June 1
M-205	Greensboro, NC	June 21-22
M-202	Columbia, SC	June 28-29
M-204	Orange Beach, AL	July 12-13
M-320	Atlanta, GA	July 19-20
M-204	Charlotte, NC	Aug. 2-3
M-206	Greenville, SC	Aug. 16-17
M-201	Nashville, TN	Sept. 13-14
M-206	Atlanta, GA	Sept. 13-14
M-100	Raleigh, NC	Oct. 11-13
M-100	Atlanta, GA	Nov. 1-3
M-310	Raleigh, NC	Nov. 15-16
M-100	Nashville, TN	Dec. 6-8
M-100	Myrtle Beach, SC	Dec. 6-8

## SOUTHWESTERN

M-204	Albuquerque, NM	June 7-8
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## TEXAS

CASE	Dallas	Jan. 26-27
M-100	Dallas	Feb. 23-25
M-310	Austin	March 15-16
M-206	Dallas	April 12-13
M-205	Houston	April 19-20
M-201	Austin	May 17-18
M-202	Houston	May 31-June 1
M-204	Dallas	June 21-22
M-201	Houston	June 28-29
M-202	San Antonio	July 12-13
M-100	Houston	Aug. 23-25
M-205	Dallas	Sept. 13-14
M-203	Austin	Oct. 18-19
M-370	Houston	Oct. 25-26

# registration form

## 4 Easy Ways to Register

**ONLINE** [www.caionline.org/pmdp](http://www.caionline.org/pmdp). 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.

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224-4321.

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 SEMINAR

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

**M-100 ONLINE** To register for the M-100 online, visit [www.caionline.org/edcenter](http://www.caionline.org/edcenter). Cost is \$445 for CAI members and \$545 for nonmembers.

You must be an individual manager member or the primary contact for a management company member of CAI to have access to APCM and 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

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

### PAYMENT METHOD

Check payable to CAI enclosed  Visa  MasterCard  American Express  Discover

NAME ON CARD \_\_\_\_\_

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CITY/STATE/ZIP \_\_\_\_\_

ACCOUNT # \_\_\_\_\_

SIGNATURE \_\_\_\_\_ EXP. DATE \_\_\_\_\_



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