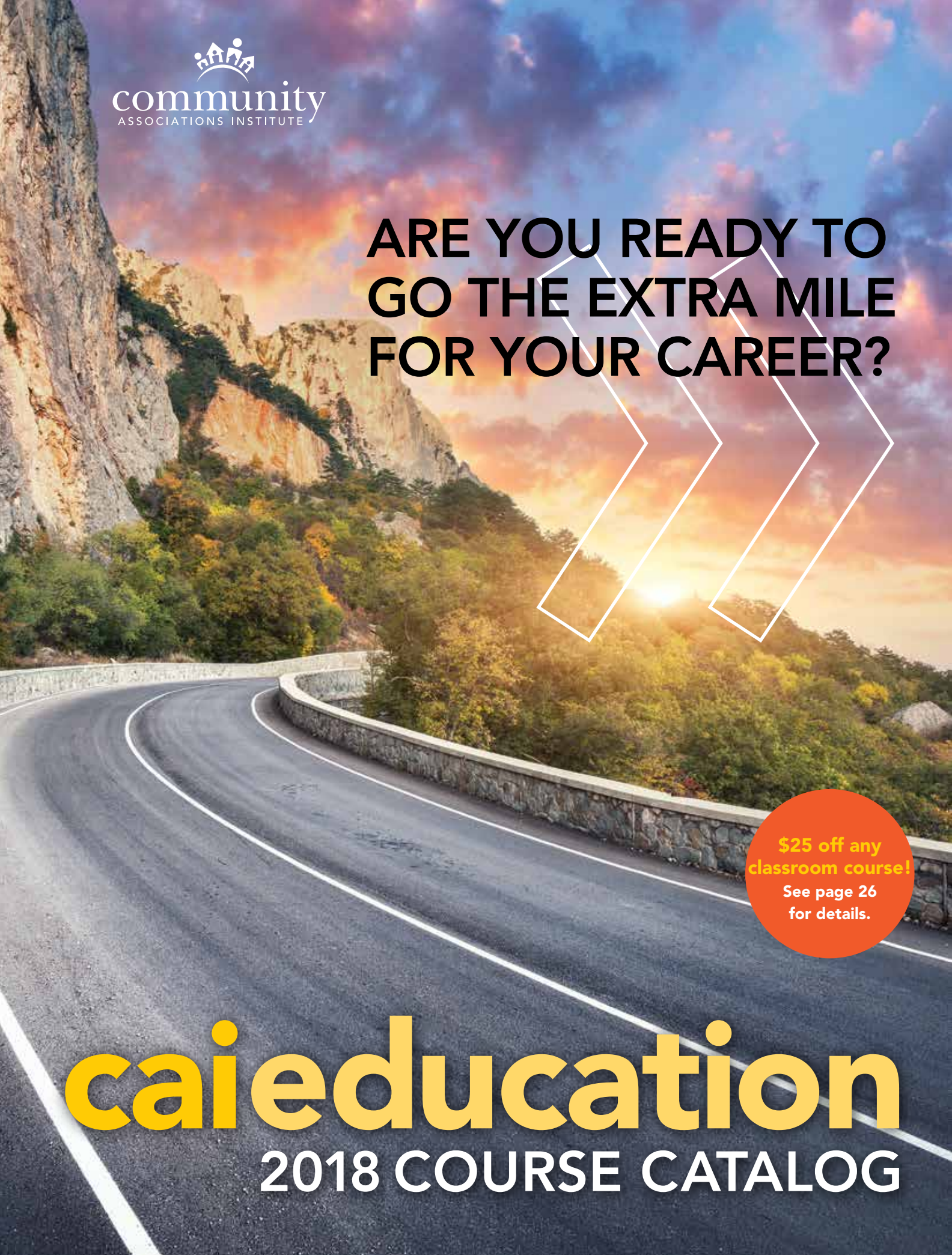
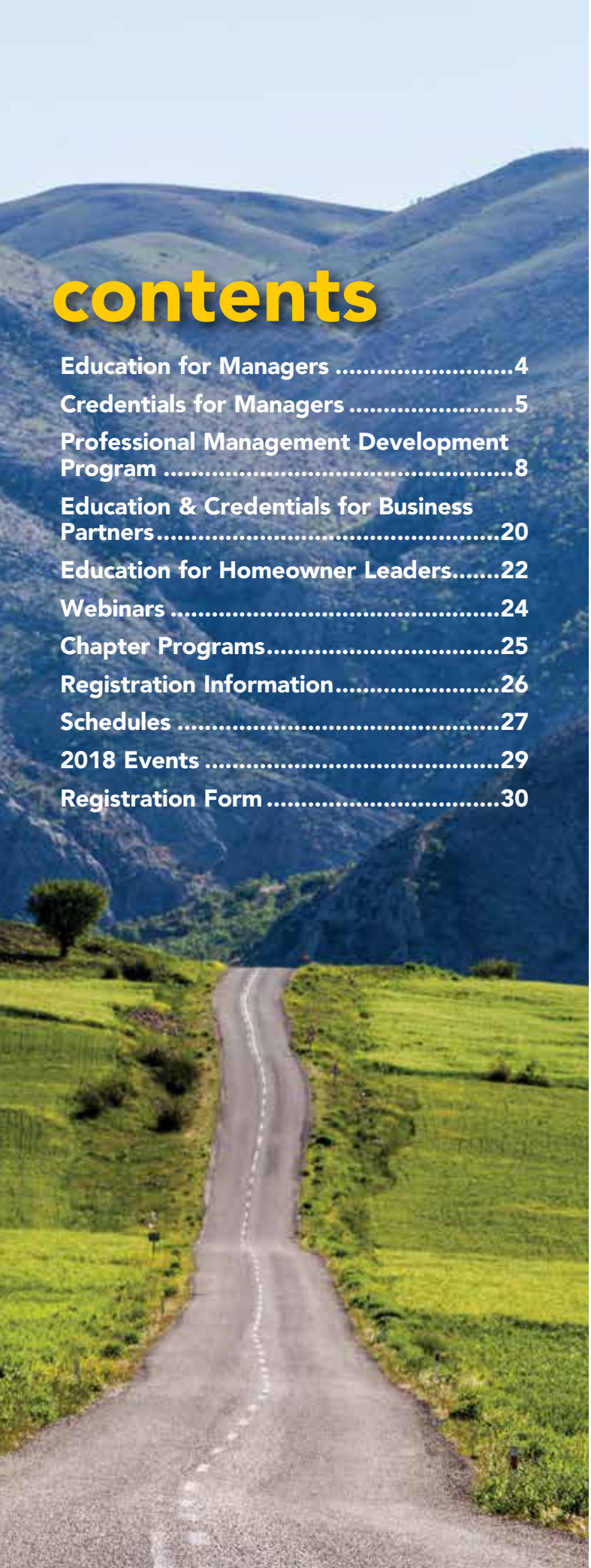

community
ASSOCIATIONS INSTITUTE
ARE YOU READY TO GO THE EXTRA MILE FOR YOUR CAREER?
$25 off any classroom course!
See page 26 for details.
caieducation
2018 COURSE CATALOG



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YOU'VE COME THIS FAR, NOW GO THE EXTRA MILE.

The community association industry is one of the fastest-growing in the world. When CAI was founded in 1973, only 2.1 million Americans lived in 10,000 community associations in the U.S. Today, 69 million Americans live in 342,000 community associations.

Those hundreds of thousands of homeowners associations, condominium communities, and cooperatives need qualified leaders to guide their communities and ensure they remain preferred places to call home—and there are more than 55,000 community association management professionals competing for those leadership positions.

Whether you're a new or an experienced community association manager—or a CAI business partner or a volunteer homeowner leader—CAI offers education and credentials that put you a step ahead of your competition and advance your position in the ever-evolving community association business.

Are you ready to take the next step in your career? Do something today that your future self will thank you for!

professional credentials

MANAGEMENT CREDENTIALS	AWARDED*
CMCA® Certified Manager of Community Associations provided by the Community Association Managers International Certification Board (CAMICB)	17,726
AMS® Association Management Specialist	8,526
LSM® Large-Scale Manager	99
PCAM® Professional Community Association Manager	2,877
AAMC® Accredited Association Management Company	298
BUSINESS PARTNER CREDENTIALS	
Educated Business Partner	363
RS™ Reserve Specialist	348
CIRMS® Community Insurance and Risk Management Specialist	130
CCAL™ College of Community Association Lawyers	179

*BASED ON LAST AWARDED CERTIFICATE# AS OF SEPTEMBER 2017

With nearly 35,000 members, CAI works in partnership with 63 affiliated chapters within the U.S, Canada, United Arab Emirates, and South Africa, as well as with housing leaders in several other countries including Australia, Spain, Saudi Arabia, and the United Kingdom. We work to identify and meet the evolving needs of the professionals and volunteers who serve associations by being a trusted forum for the collaborative exchange of knowledge and information, and by helping our members learn, achieve and excel. Our mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in associations that are preferred places to call home. Visit www.caionline.org or call (888) 224-4321.

education FOR MANAGERS

CAI helps you advance your career.

As the leading expert in community association governance and management, CAI puts you on the right track with education and credentials to advance your career, increase your earning potential, and open doors for new opportunities.

7,000–8,000
Community association management companies

6,000–9,000
Large-scale associations, i.e., those meeting at least two of the following three characteristics: a single, contiguous community with a general manager; a minimum of 1,000 lots and/or homes; and a minimum annual budget of $2 million

50,000–55,000
Community association managers (includes onsite managers and those who provide part-time support to a number of communities)

95,000–100,000
Individuals employed by management companies

As a community association manager, you're the professional backbone of the communities you serve, providing the skills and expertise that are essential to the successful management of associations. Community members rely on you to solve problems quickly and thoroughly and trust your guidance on important association issues. CAI's time-tested Professional Management Development Program provides the education, credentials, and resources you need to advance your association management career in one of the fastest-growing industries in the world.

CAI education gives you the opportunity to earn professional credentials that are recognized and respected in every state and throughout the world. These credentials (see page 5) give employers the confidence that you have the knowledge, experience, and integrity to provide the best possible service to their associations.

"It is so essential to make sure we have the tools, the knowledge, and the power to provide quality and useful information to our members. CAI allows us to learn from each other by networking, from the manuals and current course materials by taking classes, and from the doing. Even though I thought we were well prepared and had the best disaster preparedness around, Hurricane Harvey taught us lessons that will be valuable in the future for our company, our communities, and our colleagues."

PAMELA D. BAILEY, CMCA, AMS, PCAM, 2018 COMMUNITY ASSOCIATION MANAGERS COUNCIL CHAIR, HOUSTON, TX

manager credentials AT A GLANCE

	CREDENTIAL	BACKGROUND REQUIREMENTS	APPLICATION FEE	COURSE REQUIREMENTS	REDESIGNATION REQUIREMENTS	ANNUAL FEE
cmca	Certified Manager of Community Associations (CMCA) *provided by the Community Association Managers International Certification Board (CAMICB)*	M-100 OR have five (5) years of experience in community association management OR hold an active Arizona CAAM, California CCAM, Florida CAM or Nevada CAM	$300 computer-based $350 paper-and-pencil	M-100 or five (5) years of experience + pass CMCA examination	16 hours of continuing education every two (2) years	$105
ams	Association Management Specialist (AMS)*	Two years management experience	Member** $150 Nonmember $385	At least two (2) M-200 level courses (M-201–M-206) + pass CMCA exam	At least one M-200 level course + eight (8) hours of continuing education every three years	Member** $85 Nonmember $310
pcam	Professional Association Manager (PCAM)*	Five (5) years of direct community association management experience	Member** $195 Nonmember $430	All six (6) M-200 level courses + pass CMCA exam + PCAM Case Study	At least one M-300 or 400 level course or conference attendance	Member** $160 Nonmember $385
lsm	Large-Scale Manager (LSM)*	Active PCAM + 10 years of community association management experience	Member** $95 Nonmember $320	CAI Large-Scale Managers Workshop or M-340	Maintain PCAM + continuing education every three (3) years	Member** $55 Nonmember $280
aamc	Accredited Association Management Company (AAMC)*	Three years of experience providing community association management services + a PCAM leader + credentialed staff	Member⁺ $300 Nonmember $550	Individual staff members must meet requirements according to certifications	All designated staff members must complete at least 12 hours of continuing education every two (2) years	Member $160⁺ Nonmember $390

**overview of credential requirements only; for complete details refer to www.caionline.org/credentials*

***You must be an individual manager member or the primary contact for a management company member of CAI to receive the member discount on application fees for individual manager credentials.*

⁺Your company must be a management company member to receive the member discount on application fees for the AAMC credential.

ams

Managers who earn the **Association Management Specialist (AMS)** credential prove they have the training and knowledge required to provide professional service to their community association clients. Earning the AMS shows you understand the nature, importance, and unique challenges of community association management. It also says you're committed to excellence and continuing education. Managers who earn an AMS place the utmost importance on maintaining the character of their communities, protecting property values, and meeting the expectations of community residents.

Earning an AMS credential requires a personal and professional commitment to self-improvement, with AMS candidates required to:

- Have at least two years verified experience in financial, administrative, and facilities management.
- Pass an exam administered by the Community Association Managers International Certification Board (CAMICB). Successful completion of the exam is required to earn the Certified Manager of Community Associations (CMCA) credential.
- Successfully complete at least two of the following courses offered by Community Associations Institute: *Facilities Management, Association Communications, Community Leadership, Community Governance, Risk Management,* and *Financial Management.*
- Redesignate every three years by meeting continuing education requirements.

pcam

Obtaining your **Professional Community Association Manager (PCAM)** credential is one of the best things you can you for your career—no other designation in the community association management business symbolizes professionalism like this achievement. The PCAM credential signifies the highest level of individual accomplishment in the community association management profession. Managers who earn a PCAM know how to preserve the character of the communities they manage, protect property values, excel expectations, and build a true sense of community.

When you earn your PCAM, you'll complete the coursework necessary to provide expert management services to virtually any community:

- Working with board members and residents
- Preparing budgets and financial reports
- Performing site inspections
- Enforcing association rules
- Understanding critical legal obligations
- Selecting and supervising contractors
- Understanding insurance requirements
- Directing association employees and volunteers
- Communicating with residents
- Collaborating with local officials
- Building a strong sense of community

lsm

The **Large-Scale Manager (LSM®)** designation acknowledges the unique aspects of being a large-scale community manager and provides an opportunity for recognition and continuing education in order for you to expand your career opportunities. Earning the LSM gives managers the opportunity to specialize after obtaining the PCAM credential. To obtain the LSM designation, managers must have at least 10 years of direct and verified community association management experience and at least five years of verified, large-scale community management or municipal management experience within the past 10 years. They must maintain an active PCAM designation and comply with CAI's Professional Manager Code of Ethics. To maintain the designation, they must meet professional experience or continuing education requirements every three years.

MORE THAN 90 PERCENT OF COMMUNITY ASSOCIATION BOARD MEMBERS WOULD PREFER TO HIRE A COMMUNITY MANAGER WHO HAS THE REQUIRED EDUCATION AND EXPERIENCE TO EARN PROFESSIONAL CREDENTIALS.

When you earn a CAI credential, you are automatically listed in CAI's Directory of Credentialed Professionals at www.caionline.org/directory, 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.

compensation comparison

JOB TITLE	AVERAGE COMPENSATION WITHOUT CREDENTIALS	WITH CMCA	WITH AMS	WITH PCAM
Assistant Community Manager	$44,993	$50,156	$65,783	–
Portfolio Manager	$43,929	$51,598	$55,327	$63,733
Onsite Manager	$61,753	$72,807	$76,450	$81,778
High-Rise Manager	$77,512	$83,408	$89,359	$103,171
Large-Scale Manager	$112,309	$114,296	$118,524	$130,350
CEO of a Management Company	$109,777	$124,973	$130,008	$158,373

This data is from the Foundation for Community Association Research's *Community Association Manager Compensation and Salary Survey*. The full survey is available in the CAI Press bookstore at www.caionline.org/shop.

MANAGER LICENSING

If you're seeking to become a community manager, you should familiarize yourself with state laws that regulate your profession. The following states currently regulate community managers:

- Alaska
- California
- Colorado
- Connecticut
- District of Columbia
- 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.

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.

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

FACULTY

More than 75 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 (PCAM) credential. Accountants, attorneys, and other professionals hold advanced degrees and credentials in their respective fields.

COURSE MATERIALS

Students who register for 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 (GAP) series
- CAI pamphlets and catalogs

m-100
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

»Visit **www.caionline.org/m100** and register for this course! Register four weeks ahead for the classroom course and receive a $25 discount.

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. on first two days | 8:30 a.m.–noon on day three

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp for information on continuing education for state licenses.

Paul Orlando Jr., CMCA, LSM, PCAM
2015 CAI Educator of the Year
Vice President of Management, SFMC Inc., AAMC, Manassas, VA

"Becoming a PCAM is the key to YOUR success!"

JUDY ROSEN, 2017 CAI EDUCATOR OF THE YEAR AND CASE STUDY INSTRUCTOR

m-201 Facilities Management

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials. 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: $459
Nonmember: $559

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/pmdp.

Paul Grucza, CMCA, AMS, PCAM
2000 CAI Educator of the Year
Director of Education & Client Engagement, The CWD Group Inc., AAMC, Seattle, WA

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

»Visit **www.caionline.org/m201**.

m-202 Association Communications

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials. CAI Guides for Association Practitioners: *Communications.*

COURSE LENGTH
1.5 days | 8:30 a.m.–4 p.m.
Half day online

TUITION
CAI manager member: $459
Nonmember: $559

DESIGNATION CREDIT
M-202 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/pmdp.

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

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 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

»Visit **www.caionline.org/m202**.

Register online for any classroom course 4 weeks in advance at www.caionline.org and **save $25!**

m-203 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

»Visit **www.caionline.org/m203**.

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials. 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: $459
Nonmember: $559

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/pmdp.

Linda Warren, CMCA, AMS, PCAM
2014 CAI Educator of the Year
President/Chief Executive Officer, Warren Management Group, Inc., AAMC, Colorado Springs, CO

m-204 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

»Visit **www.caionline.org/m204**.

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials. CAI Guides for Association Practitioners: *Conflicts of Interest.*

COURSE LENGTH
2 days | 9 a.m.–5 p.m.
both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

David Graf, ESQ.
2016 CAI Educator of the Year
Shareholder, Moeller Graf, PC
Englewood, CO

m-205 Risk Management

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials. CAI Guide for Association Practitioners: *Risk Management.*

COURSE LENGTH
2 days | 8:30 a.m.–5 p.m. both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

faculty spotlight

Gene West
2010 CAI Educator of the Year
First Vice President—Financial Advisor, RBC Wealth Management
Greenwood Village, CO

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

»Visit **www.caionline.org/m205**.

m-206 Financial Management

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials. 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: $459
Nonmember: $559

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/pmdp.

faculty spotlight

Drew Mulhare, CMCA, LSM, PCAM
1998 CAI Educator of the Year
General Manager, Ford's Colony Homeowners Association, Williamsburg, VA

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

»Visit **www.caionline.org/m206**.

pcam Case Study

EARN THE HIGHEST PROFESSIONAL RECOGNITION WORLDWIDE FOR COMMUNITY MANAGERS.

The PCAM Case Study is a comprehensive examination of an actual community association, combining classroom discussion with an extensive on-site inspection. You'll explore the community in depth, reviewing its administrative procedures, legal documents, and communications; meet with its manager, board members, and key personnel; and learn 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.

»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 visit www.caionline.org/credentials.) **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
Typically 2 days. Course times vary by location.

DESIGNATION CREDIT
The PCAM Case Study is required for the PCAM designation.

faculty spotlight

Patricia Martin, PCAM
2003 CAI Educator of the Year
CAI Instructor, Locust Grove, VA

m-300 Ethics and the Community Manager

COURSE LENGTH
Self-paced; registrants can access the online course for 120 days.

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

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

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

»This course is available only online. Visit **www.caionline.org/m300**.

m-310 Management Company Administration

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials.

COURSE LENGTH
2 days | 9 a.m.–5 p.m. both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

David Regenbaum, PCAM
Chief Executive Officer, AMI Institute, Inc., Houston, TX

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

»Visit **www.caionline.org/m310**.

Register online for any classroom course 4 weeks in advance at www.caionline.org and **save $25!**

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 onsite 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

»Visit **www.caionline.org/m320**.

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials.

COURSE LENGTH
2 days | 9 a.m.–5 p.m. both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

Kirk Watilo, LSM, PCAM
2009 CAI Educator of the Year
Director—Strata Khidmah, Abu Dhabi, UAE

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

»Visit **www.caionline.org/m330**.

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials.

COURSE LENGTH
2 days | 9 a.m.–5 p.m. both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

Robert Travis, CIRMS
2001 & 2010 CAI Educator of the Year | Director, Marketing, Community Association Underwriters of America, Inc., Newtown, PA

m-340
Managing the Large-Scale Association

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials.

COURSE LENGTH
2 days | 9 a.m.–5 p.m. both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

Wendy Taylor, CMCA, AMS, LSM, PCAM
2010 CAI Educator of the Year
General Manager, South Riding Proprietary, Inc., South Riding, VA

LEARN HOW TO MEET THE UNIQUE NEEDS OF LARGE-SCALE COMMUNITIES.

This onsite 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. Topics include:

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

»Visit **www.caionline.org/m340**.

m-350
Manager and the Law

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials.

COURSE LENGTH
2 days | 9 a.m.–5 p.m. both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

Joseph Douglass, ESQ.
1993, 2004 & 2010 CAI Educator of the Year
Attorney, Whiteford, Taylor & Preston, LLP, Washington, DC

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

»Visit **www.caionline.org/m350**.

m-360
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

»Visit **www.caionline.org/m360**.

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials.

COURSE LENGTH
2 days | 9 a.m.–5 p.m. both days

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

W. Mickel Graham, PCAM
2005 CAI Educator of the Year
CAI Instructor, Decatur, GA

m-370
Managing Developing Communities

LEARN HOW TO HELP YOUR COMMUNITY TRANSITION SUCCESSFULLY.

This course offers approaches to the issues 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

»Visit **www.caionline.org/m370**.

COURSE MATERIALS
Participant guide and flash drive with bonus readings and materials.

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

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

Robert M. Diamond, ESQ.
Partner, Reed Smith, LLP
McLean, VA

m-380 Litigation Training for Managers

COURSE MATERIALS
Participant guide and flash drive with articles and additional resources.

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

TUITION
CAI manager member: $459
Nonmember: $559

CONTINUING EDUCATION CREDIT
M-380 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/pmdp.

Lincoln Hobbs, ESQ.
Attorney, Hobbs & Olson | Carpenter Hazlewood
Salt Lake City, UT

LEARN HOW TO PREPARE FOR THE POSSIBILITY OF LITIGATION.

This course covers the many topics leading up to, during, and following litigation and what the community manager can do to be prepared for any situation. Topics include:

- Preparing and responding to the possibility, likelihood, and reality of litigation
- Understanding the discovery process
- Selecting, preparing, and rebutting expert witnesses
- Using alternative dispute resolution
- Preparing for trial and testifying in court
- Evaluating post-trial realities and options

»Visit **www.caionline.org/m380**.

m-400 Contemporary Issues in Community Association Management

COURSE MATERIALS
Participant guide.

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

TUITION
CAI manager member: $459
Nonmember: $559

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/pmdp.

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.

»Visit **www.caionline.org/m400**.

Register online for any classroom course 4 weeks in advance at www.caionline.org and **save $25!**

pmdp AT A GLANCE

	COURSE	DURATION	MEMBER PRICE	NONMEMBER PRICE	FORMATS CLASSROOM | ONLINE
	M-100 The Essentials of Community Association Management	2.5 days	$459	$559	
200 SERIES	M-201 Facilities Management	1.5 days	$459	$559	
	M-202 Association Communications	1 day class + .5 day online	$459	$559	
	M-203 Community Leadership	1.5 days	$459	$559	
	M-204 Community Governance	1.5 days	$459	$559	
	M-205 Risk Management	1.5 days	$459	$559	
	M-206 Financial Management	1.5 days	$459	$559	
	PCAM Case Study	varies			
300 SERIES	M-300 Ethics and the Community Manager	6 hours	$459	$559	
	M-310 Management Company Administration	2 days	$459	$559	
	M-320 High-Rise Maintenance and Management	2 days	$459	$559	
	M-330 Advanced Insurance and Risk Management	2 days	$459	$559	
	M-340 Managing the Large-Scale Association	2 days	$459	$559	
	M-350 Manager and the Law	2 days	$459	$559	
	M-360 Leadership Practices in Building Community	2 days	$459	$559	
	M-370 Managing Developing Communities	1.5 days	$459	$559	
	M-380 Litigation Training for Managers	1.5 days	$459	$559	
	M-400 Contemporary Issues in Community Association Management	1.5 days	$459	$559	

Register online for any classroom course 4 weeks in advance at www.caionline.org and **save $25!**

education FOR BUSINESS PARTNERS

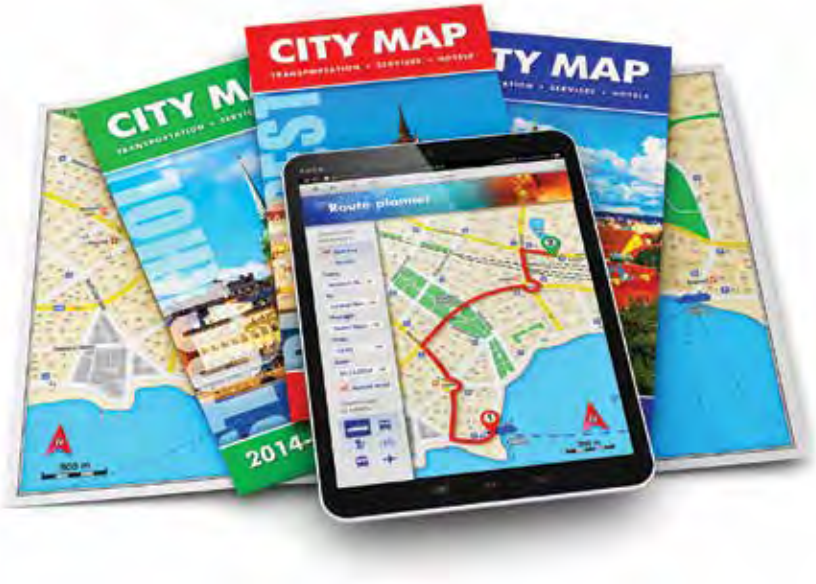
21.3
Percent of U.S. population in community associations

$88 billion
Assessments collected from homeowners. Assessments fund many essential association obligations, including professional management services, utilities, security, insurance, common area maintenance, landscaping, capital improvement projects, and amenities like pools and club houses.

$25 billion
Assessment dollars contributed to association reserve funds for the repair, replacement and enhancement of common property, e.g., replacing roofs, resurfacing streets, repairing swimming pools and elevators, meeting new environmental standards, and implementing new energy-saving features.

30–40
Percentage of community associations that are self-managed, meaning they may use professional assistance for specific projects, activities and services, but do not employ a professional manager or management company.

As a CAI Business Partner, you're indispensable to the community associations you support with your expertise, products, and services. You're also tasked with staying informed and up to date on the community association business in order to best serve your clients. CAI Business Partner education offers insight into how associations operate, their legal structure, governance, and how they contract with business partners—knowledge that helps businesses and professionals differentiate themselves in the competitive community association marketplace.



"Education is the greatest risk management tool. Community association risk and leaders are constantly changing. Accordingly, a continuing commitment to educations is the best investment for a community. CAI provides the best return on this investment."

JOEL W. MESKIN, ESQ., CIRMS, 2018 BUSINESS PARTNER COUNCIL CHAIR, MCGOWAN PROGRAM ADMINISTRATORS, FAIRVIEW PARK, OH

Business Partner essentials

Business Partner Essentials is designed 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. Business Partner Essentials is available as a two-part, online course or as a live, classroom course offered through CAI chapters.

»Visit **www.caionline.org/bpessentials**.

COURSE MATERIALS
Online and classroom course with exam. Printable materials and a certificate of completion.

COURSE LENGTH
Approximately three hours.

TUITION
CAI business partner member: $99
Nonmember: $199

business partner credentials AT A GLANCE*

CREDENTIAL	BACKGROUND REQUIREMENTS	APPLICATION FEE	REDESIGNATION REQUIREMENTS	ANNUAL FEE
Educated Business Partner member distinction	Complete Business Partner Essentials course. Maintain CAI membership.	Business Partner Member $99 Nonmember $199	—	—
Reserve Specialist (RS)	Prepare at least 30 reserve studies within the past three (3) calendar years, hold a bachelor's degree in construction management, architecture, or engineering (or equivalent experience and education)	Member $300 Nonmember $525	Submit required client listing every three (3) years	Member $110 Nonmember $335
Community Insurance and Risk Management Specialist (CIRMS)	Five years of experience in the community association insurance field, be of satisfactory legal and ethical standing in the industry	Member $205 Nonmember $445	Earn 75 points every three (3) years by attending various continuing education activities	Member $120 Nonmember $235
College of Community Association Lawyers (CCAL)	Minimum of seven (7) years legal practice with a demonstrated concentration in community association law, five (5) of which must immediately precede the date of application; be a member of CAI and have attended at least one CAI Law Seminar within the last five (5) years	Member $325 Nonmember $625	Provide an annual disclosure to the CCAL Board of Governors including any disciplinary actions or proceedings initiated, pending, or completed during the reporting year	Member $325 Nonmember $625

**overview of credential requirements only; for complete details refer to www.caionline.org/credentials*

education FOR HOMEOWNER LEADERS

342,000
U.S. community associations

2,360,000
Community association board and committee members

80,000,000
Hours of service performed annually by association board and committee members

$1.93 billion
Estimated value of time provided by homeowner board and committee members based on the Bureau of Labor Statistics estimate of $22.55 per hour for volunteer time

As a community association board member or homeowner leader, you're essential to the success of nearly 350,000 U.S. homeowners associations, condominium communities, and cooperatives. Taking on a position of service and responsibility in your community means that you're expected to anticipate issues, solve problems, meet the expectations of community residents, and protect property values. CAI Homeowner Leader education offers the information, resources, and perspective you need to serve your community successfully.

AN INTRODUCTION TO COMMUNITY ASSOCIATION LIVING

A free, 54-page download at www.caionline.org/bldw

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

"Homeowner leaders are responsible for setting policy and making important decisions for their communities. CAI education is a superb resource for board members and anyone seeking information and best practices for common interest developments."

JANET L. NEWCOMB, 2018 HOMEOWNER LEADERS COUNCIL CHAIR, HUNTINGTON BEACH, CA

Board Leadership Development workshop

The Board Leadership Development Workshop explains how to be an effective board of directors, 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 covers 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

»To register or for more information, visit **www.caionline.org/bldw.**

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* and *From Good to Great: Principles for Community Association Success***
- **A copy of CAI's award-winning *Common Ground*™ magazine**
- ***Community Association Leadership: A Guide for Volunteers***
- ***Managing and Governing: How Community Associations Function***

Each student receives a certificate of completion and recognition on the CAI website.

ONLINE TUITION

CAI members: $39
Nonmember: $59

The classroom course is offered through CAI chapters and tuition varies by chapter.

community ASSOCIATIONS INSTITUTE

CAMICB℠ Community Association Managers International Certification Board

FOUNDATION FOR COMMUNITY ASSOCIATION research

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 300 webinars are available on demand. These recorded webinars include education sessions presented at the CAI Annual Conference and Exposition and the Community Association Law Seminar. Recorded live, each of these programs includes video or PowerPoint presentations synchronized with audio.

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!

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

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

TUITION
Live and on-demand webinars for CAI members: $69
Nonmembers: $99

CONTINUING EDUCATION CREDIT
Each webinar provides one credit per hour toward:
CMCA recertification
AMS redesignation
PCAM redesignation

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

on-demand webinars

CAI's library of on-demand webinars features topics including:

- 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

TOP 15 MOST POPULAR WEBINARS

1. **Shaking up the Housing Market: Millennials and Community Associations**
2. **Avoiding the Fight: Managing Conflict**
3. **How to Boost Personal Productivity without Company Resources**
4. **Homeowner Hassles: Dealing with Nuisance Violations**
5. **Meeting of the Minds: Laying the Groundwork for Positive, Effective Board Meetings**
6. **Beat Delinquencies: Ways to Collect Past Due Assessments**
7. **Board Leadership: Conducting an Effective Orientation Program**
8. **Keeping Your Cool: How Managers Can Mitigate Conflict**
9. **Federal Rules on Mortgage Closings: New Changes for Community Associations**
10. **Money Matters: Budgeting 101**
11. **Airbnb or Not to Be: Creating and Enforcing Leasing Restrictions in Your Community**
12. **A Stitch in Time Saves Nine: Identifying Maintenance Issues During a Property Walk**
13. **When Residents Aren't Always Right: Preventing Hostile Work Environment Claims**
14. **Saving Smart: Best Practices for Reserve Funds**
15. **Know Your Boundaries: How to Prevent the Unauthorized Practice of Law by Managers**

Access all of CAI's on-demand webinars at www.caionline.org/webinars.

WHERE IN THE WORLD IS CAI?

CAI has 63 chapters worldwide that offer local programs and services to your region or state. Some chapters have professional staff and others are administered solely by volunteer efforts.

Visit **www.caionline.org/chapters** to find your local chapter and access the following benefits:

Information & Resources. Local newsletters, magazines, websites, and membership directories that keep you up to date on news, information, and issues affecting community associations at the local level.

Educational Opportunities. For people living and working in community associations—board members, homeowners, community managers, professionals, and service providers. Stay up to date with local education programs.

Networking Opportunities. Chapter luncheons, conferences, programs, and social functions provide a great venue to meet and learn from experts in the industry, community manager colleagues, area community associations, and service providers.

Legislative Activity. Your state and local jurisdiction may have laws, ordinances, or programs affecting community associations in your area. Local legislative committees follow these activities and serve you at the local level.

INTERNATIONAL EDUCATION

CAI's education program is now being offered to community managers outside the borders of the U.S. Not only do international learners have access to CAI's full suite of online courses, but nations such as Saudi Arabia, the United Arab Emirates, Canada, South Africa and Australia are increasingly offering CAI education in a classroom setting with a live instructor. These nations are adapting CAI education to reflect local law and terminology, and trained industry leaders on the ground teach the courses to a local populace eager to learn about community management and earn CAI credentials. For more information, visit **www.caionline.org/events.**

CAI HAS MEMBERS AROUND THE WORLD

REGISTRATION INFORMATION

Registration. Courses are open to everyone. **Register online four weeks in advance for classroom courses 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 email with course details.

Enrollment. Seating is limited. Early registration is strongly encouraged.

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

Special Accommodations. If you require special accommodations to participate fully, please submit a request at least two weeks before the start date of the course by emailing 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/pmdp or email caieducation@caionline.org.

Video/Audio Taping. Courses are copyrighted by CAI and may not be audiotaped, 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. Email 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). Email 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.

NOT A MEMBER? JOIN CAI TODAY!

In addition to receiving discounts on education course registration, you also receive:

- Free membership in a state or regional chapter of your choice
- Free subscription to *Common Ground,* CAI's award-winning, bimonthly magazine
- A variety of newsletters, which may include *Community Manager* and *Community Association Law Reporter*
- Unlimited access to hundreds of online tools and resources, including downloadable sample forms, the CAI Exchange, thousands of archived articles, copyright-free HOA newsletter articles, and governance questions and answers specific to your state
- Networking opportunities that will connect you with peers and colleagues locally, nationally and around the world
- Legislative representation at federal and state levels
- Access to professional directories
- Substantial discounts on CAI products and services
- Money-saving discounts on products and services from AXA Equitable Life Insurance Company, Ian H. Graham Insurance, and Affiliated Power Purchasers International

Join CAI today and save up to $100 per course on registration fees!
www.caionline.org/join

community ASSOCIATIONS INSTITUTE

2018 schedule BY COURSE

PCAM CASE STUDY

2/8–2/9	Hilton Head, SC
3/29–3/30	Colorado Springs, CO
5/7–5/8	Washington, DC
6/21–6/22	Chicago, IL
9/27–9/28	Pleasanton, CA
10/25–10/26	Dallas, TX

M-100

1/18–1/20	Seattle, WA
1/25–1/27	Charlotte, NC
1/24–1/26	Falls Church, VA
2/8–2/10	Houston, TX
2/22—/24	Honolulu, HI
2/21–2/24	Denver, CO
2/22–2/24	Orlando, FL
3/8–3/10	Richmond, VA
3/8–3/10	Atlanta, GA
3/8–3/10	Los Angeles, CA
3/15–3/17	Pikesville, MD
3/22–3/24	Natick, MA
3/22–3/24	Chicago, IL
4/11–4/14	Colorado Springs, CO
4/11–4/13	Falls Church, VA
4/19–4/21	Ft. Myers, FL
5/31–6/2	Windsor Township, NJ
5/31–6/2	Charleston, SC
5/31–6/2	Arlington Heights, IL
6/7–6/9	Phoenix, AZ
6/20–6/23	Steamboat Springs, CO
6/21–6/23	San Diego, CA
7/12–7/14	Pikesville, MD
7/12–7/14	Santa Ana, CA
7/19–7/21	Dallas, TX
8/2–8/4	Hartford, CT
8/2–8/4	Portland, OR
8/16–8/18	Lisle, IL
8/23–8/25	Seattle, WA
8/23–8/25	Virginia Beach, VA
8/23–8/25	Salt Lake City, UT
10/18–10/20	Windsor Township, NJ
10/17–10/19	Falls Church, VA
10/24–10/27	Ft. Collins, CO
10/25–10/27	Sandestin, FL
11/1–11/3	Palm Springs, CA
11/15–11/17	Valley Forge, PA
11/15–11/17	Chicago, IL
12/6–12/8	Santa Ana, CA

M-201

1/18–1/19	Austin, TX
1/25–1/26	Phoenix, AZ
2/8–2/9	St. Louis, MO
3/29–3/30	Portland, ME
4/19–4/20	San Diego, CA
6/21–6/22	Santa Ana, CA
6/21–6/22	Orlando, FL
8/2–8/3	Pleasanton, CA
8/2–8/3	Ft. Lauderdale, FL
8/16–8/17	Falls Church, VA
10/25–10/26	Chicago, IL
11/1–11/2	Atlanta, GA

M-202

1/26	Santa Ana, CA
2/9	Indianapolis, IN
2/23	Virginia Beach, VA
3/16	Seattle, WA
3/23	Myrtle Beach, SC
4/13	Fairfield, CT
4/20	Kansas City, MO
4/20	Vail, CO
6/8	Dallas, TX
6/22	Falls Church, VA
7/13	Schaumburg, IL
7/20	Riverside, CA
8/24	Sandestin, FL
9/7	Birmingham, AL
9/28	Phoenix, AZ

M-203

1/18–1/19	Pikesville, MD
1/25–1/26	Richmond, VA
2/8–2/9	Oxnard, CA
3/8–3/9	Raleigh, NC
3/22–3/23	Houston, TX
3/29–3/30	Falls Church, VA
5/31—6/1	Sarasota, FL
6/21–6/22	Natick, MA
7/12–7/13	Cranbury, NJ
7/19–7/20	Thornton, CO
8/16–8/17	Palm Springs, CA
9/27–9/28	Schaumburg, IL
9/27–9/28	Santa Ana, CA

M-204

1/18–1/19	Lisle, IL
2/8–2/9	Seattle, WA
3/15–3/16	Las Vegas, NV
3/22–3/23	Sacramento, CA
3/29—3/30	St. Petersburg, FL
4/12–4/13	Los Angeles, CA
4/19–4/20	Austin, TX
6/7–6/8	Ft. Myers, FL
7/12–7/13	Palm Springs, CA
7/19–7/20	Atlanta, GA
9/6–9/7	Houston, TX
9/27–9/28	Pikesville, MD
10/18–10/19	St. Louis, MO
10/18–10/19	New London, CT
11/1–11/2	Virginia Beach, VA
11/15–11/16	Santa Ana, CA
11/15–11/16	Falls Church, VA

M-205

1/25–1/26	Denver, CO
2/22–2/23	Dallas, TX
3/22–3/23	Springfield, PA
3/29–3/30	Santa Ana, CA
6/7–6/8	Los Angeles, CA
8/23–8/24	Pikesville, MD
9/6–9/7	Sandestin, FL
9/27–9/28	Falls Church, VA
10/18–10/19	Natick, MA
11/15–11/16	Austin, TX
12/6–12/7	Honolulu, HI

M-206

1/18–1/19	Las Vegas, NV
3/15–3/16	Salt Lake City, UT
4/12–4/13	Charlotte, NC
4/12–4/13	Schaumburg, IL
4/19–4/20	Pleasanton, CA
5/31–6/1	Cincinnati, OH
6/7–6/8	Atlanta, GA
7/19–7/20	St. Petersburg, FL
8/16–8/17	Ft. Collins, CO
8/23–8/24	Santa Ana, CA
10/18–10/19	Seattle, WA
10/25–10/26	Hilton Head, SC
11/1–11/2	Danbury, CT
11/15–11/16	Dallas, TX
12/6–12/7	Falls Church, VA

M–310

4/12–4/13	Seattle, WA

M-320

7/19–7/20	Falls Church, VA

M-330

8/23–/24	Phoenix, AZ

M-340

1/25–1/26	Honolulu, HI
8/16–8/17	Ft. Myers, FL
11/1–11/2	Las Vegas, NV

M-350

2/8–2/9	Riverside, CA
6/7–6/8	Houston, TX
9/6–9/7	Richmond, VA

M-360

4/19–4/20	Amherst, NY
7/12–7/13	Sturbridge, MA
10/18–10/19	Wilmington, NC

M-370

9/27–9/28	Sarasota, FL

M-380

3/8–3/9	Pikesville, MD

M-400

5/7–5/8	Washington, DC

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

+M-202 courses include one full day in the classroom and one half day of online content.

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

2018 schedule BY MONTH

JANUARY

18–20	Seattle, WA	M-100
18–19	Pikesville, MD	M-203
18–19	Lisle, IL	M-204
18–19	Las Vegas, NV	M-206
18–19	Austin, TX	M-201
25–27	Charlotte, NC	M-100
26	Santa Ana, CA	M-202
25–26	Phoenix, AZ	M-201
24–26	Falls Church, VA	M-100
25–26	Richmond, VA	M-203
25–26	Honolulu, HI	M-340
25–26	Denver, CO	M-205

FEBRUARY

8–9	Seattle, WA	M-204
8–10	Houston, TX	M-100
8–9	Hilton Head, SC	CASE
9–9	Indianapolis, IN	M-202
8–9	St. Louis, MO	M-201
8–9	Oxnard, CA	M-203
8–9	Riverside, CA	M-350
23–23	Virginia Beach, VA	M-202
22–23	Dallas, TX	M-205
22–24	Honolulu, HI	M-100
21–24	Denver, CO	M-100
22–24	Orlando, FL	M-100

MARCH

8–10	Richmond, VA	M-100
8–9	Raleigh, NC	M-203
8–9	Pikesville, MD	M-380
8–10	Atlanta, GA	M-100
8–10	Los Angeles, CA	M-100
16–16	Seattle, WA	M-202
15–17	Pikesville, MD	M-100
15–16	Salt Lake City, UT	M-206
15–16	Las Vegas, NV	M-204
22–23	Springfield, PA	M-205
22–24	Natick, MA	M-100
22–23	Houston, TX	M-203
23–23	Myrtle Beach, SC	M-202
22–24	Chicago, IL	M-100
22–23	Sacramento, CA	M-204
29–30	Santa Ana, CA	M-205
29–30	Colorado Springs, CO	CASE
29–30	Falls Church, VA	M-203
29–30	St. Petersburg, FL	M-204
29–30	Portland, ME	M-201

APRIL

12–13	Seattle, WA	M-310
13–13	Fairfield, CT	M-202
12–13	Charlotte, NC	M-206
12–13	Schaumburg, IL	M-206
12–13	Los Angeles, CA	M-204
11–14	Colorado Springs, CO	M-100
11–13	Falls Church, VA	M-100
20–20	Kansas City, MO	M-202
19–20	Pleasanton, CA	M-206
19–20	San Diego, CA	M-201
20–20	Vail, CO	M-202
19–20	Austin, TX	M-204
19–21	Ft. Myers, FL	M-100
19–20	Amherst, NY	M-360

MAY

7–8	Washington, DC	CASE
7–8	Washington, DC	M-400
5/31–6/2	Windsor Township, NJ	M-100
5/31–6/2	Charleston, SC	M-100
5/31–6/2	Arlington Heights, IL	M-100
5/31–6/1	Cincinnati, OH	M-206
5/31–6/1	Sarasota, FL	M-203

JUNE

7–8	Houston, TX	M-350
8	Dallas, TX	M-202
7–8	Atlanta, GA	M-206
7–8	Los Angeles, CA	M-205
7–9	Phoenix, AZ	M-100
7–8	Ft. Myers, FL	M-204
21–22	Natick, MA	M-203
21–22	Chicago, IL	CASE
21–22	Santa Ana, CA	M-201
20–23	Steamboat Springs, CO	M-100
21–22	Orlando, FL	M-201
22	Falls Church, VA	M-202
21–23	San Diego, CA	M-100

JULY

12–13	Cranbury, NJ	M-203
12–14	Pikesville, MD	M-100
12–13	Sturbridge, MA	M-360
13–13	Schaumburg, IL	M-202
12–13	Palm Springs, CA	M-204
12–14	Santa Ana, CA	M-100
19–20	Falls Church, VA	M-320
19–20	Thornton, CO	M-203
19–20	St. Petersburg, FL	M-206
20	Riverside, CA	M-202
19–21	Dallas, TX	M-100
19–20	Atlanta, GA	M-204

AUGUST

2–4	Hartford, CT	M-100
2–3	Pleasanton, CA	M-201
2–3	Ft. Lauderdale, FL	M-201
2–4	Portland, OR	M-100
16–18	Lisle, IL	M-100
16–17	Palm Springs, CA	M-203
16–17	Ft. Collins, CO	M-206
16–17	Ft. Myers, FL	M-340
16–17	Falls Church, VA	M-201
23–25	Seattle, WA	M-100
23–25	Virginia Beach, VA	M-100
23–24	Pikesville, MD	M-205
23–24	Santa Ana, CA	M-206
23–25	Salt Lake City, UT	M-100
23–24	Phoenix, AZ	M-330
24	Sandestin, FL	M-202

SEPTEMBER

6–7	Richmond, VA	M-350
6–7	Houston, TX	M-204
7–7	Birmingham, AL	M-202
6–7	Sandestin , FL	M-205
27–28	Pikesville, MD	M-204
27–28	Schaumburg, IL	M-203
27–28	Pleasanton, CA	CASE
27–28	Santa Ana, CA	M-203
28	Phoenix, AZ	M-202
27–28	Falls Church, VA	M-205
27–28	Sarasota, FL	M-370

OCTOBER

18–19	Seattle, WA	M-206
18–20	Windsor Township, NJ	M-100
18–19	Natick, MA	M-205
18–19	Wilmington, NC	M-360
18–19	St. Louis, MO	M-204
17–19	Falls Church, VA	M-100
18–19	New London, CT	M-204
25–26	Hilton Head, SC	M-206
25–26	Dallas, TX	CASE
25–26	Chicago, IL	M-201
24–27	Ft. Collins, CO	M-100
25–27	Sandestin, FL	M-100

NOVEMBER

1–2	Virginia Beach, VA	M-204
1–2	Danbury, CT	M-206
1–2	Atlanta, GA	M-201
1–2	Las Vegas, NV	M-340
1–3	Palm Springs, CA	M-100
15–17	Valley Forge, PA	M-100
15–16	Dallas, TX	M-206
15–16	Austin, TX	M-205
15–17	Chicago, IL	M-100
15–16	Santa Ana, CA	M-204
15–16	Falls Church, VA	M-204

DECEMBER

6–7	Honolulu, HI	M-205
6–8	Santa Ana, CA	M-100
6–7	Falls Church, VA	M-206

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Register online for any classroom course 4 weeks in advance at www.caionline.org and **save $25!**

2018 EVENTS

Community Association Law Seminar

JAN. 31–FEB. 3, 2018 | 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.

CAI Annual Conference and Exposition

MAY 9–12, 2018 | WASHINGTON, D.C.

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.

Large-Scale Managers Workshop

SEPT. 12–15, 2018 | DENVER, CO

CAI's Large-Scale Managers Committee facilitates 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.

CEO-MC Retreat

OCT. 10–13, 2018 | BOCA RATON, FL

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.

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.

CAI Education | Professional Management Development Program

2018 classroom registration

Please visit www.caionline.org/pmdp to register for all online courses.

❑ *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. **Join CAI NOW and receive the member rate! Call (888) 224-4321.**

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CITY/STATE/ZIP+4 _____

COUNTRY _____

PHONE _____ FAX _____ E-MAIL _____

	CAI MEMBER*	ADDITIONAL REGISTRATIONS**	NONMEMBER	LOCATION/DATE	SUBTOTAL
☐ M-100: The Essentials of Community Association Management	$459	$409	$559	_____	$_____
☐ M-201: Facilities Management	$459	$409	$559	_____	$_____
☐ M-202: Association Communications	$459	$409	$559	_____	$_____
☐ M-203: Community Leadership	$459	$409	$559	_____	$_____
☐ M-204: Community Governance	$459	$409	$559	_____	$_____
☐ M-205: Risk Management	$459	$409	$559	_____	$_____
☐ M-206: Financial Management	$459	$409	$559	_____	$_____
☐ M-310: Management Company Administration	$459	$409	$559	_____	$_____
☐ M-320: High-Rise Maintenance and Management	$459	$409	$559	_____	$_____
☐ M-330: Advanced Insurance and Risk Management	$459	$409	$559	_____	$_____
☐ M-340: Managing the Large-Scale Association	$459	$409	$559	_____	$_____
☐ M-350: Manager and the Law	$459	$409	$559	_____	$_____
☐ M-360: Leadership Practices in Building Community	$459	$409	$559	_____	$_____
☐ M-370: Managing Developing Communities	$459	$409	$559	_____	$_____
☐ M-380: Litigation Training for Managers	$459	$409	$559	_____	$_____
☐ M-400: Contemporary Issues in Community Association Management	$459	$409	$559	_____	$_____

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

TOTAL $_____

****3rd and additional registrations are for members only and must be for the same course.***

PAYMENT

❑ CHECK PAYABLE TO CAI ENCLOSED ❑ VISA ❑ MASTERCARD ❑ AMERICAN EXPRESS ❑ DISCOVER

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CITY/STATE/ZIP+4 _____

ACCOUNT # _____

SIGNATURE _____ EXP. DATE _____

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.**

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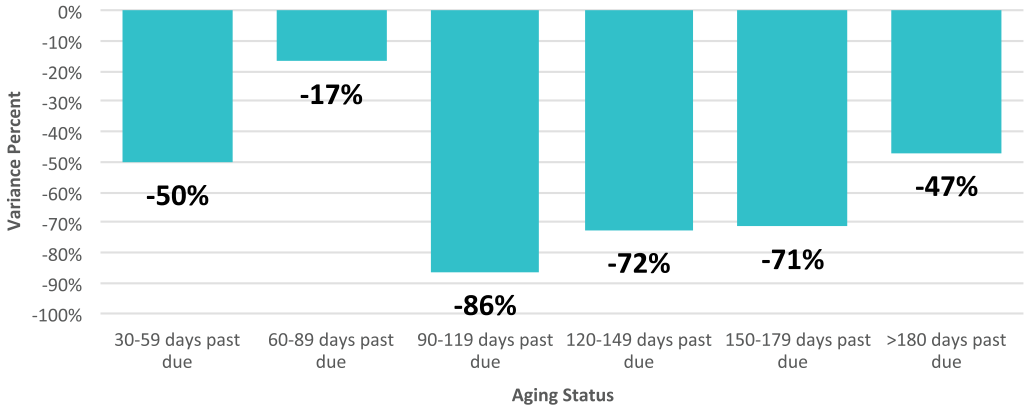

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- Protect Property Values
- Limit Assessment Increases
- Minimize Special Assessments
- Improve Homeowner Credit Scores
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