

## Community Outreach Training and Education Resources

Freddie Mac offers training and education resources to help you with every stage of the homeownership process. Housing agencies play a key role in making home possible, and we're here to help you realize more possibilities for very low and low- to moderate-income borrowers such as first-time homebuyers, retirees, families in Underserved Areas, and new immigrants. Access these online resources when you visit The Learning Center, or click the links below.

<b>Affordable Lending and Servicing Resources</b>	
<a href="#">Affordable Servicing Best Practices for Housing Counselors</a>	These best practices will help housing counselors improve contact rates and assist borrowers in dealing with delinquency.
<b>Alternatives to Foreclosure</b>	
<a href="#">Alternatives to Foreclosure for Housing Counselors</a>	This classroom workshop for housing counselors focuses on remedying default situations through alternatives to foreclosure. It provides information about Freddie Mac requirements and workout options that can help keep borrowers in their homes.
<a href="#">Alternatives to Foreclosure for Housing Counselors</a>	As an alternative to our classroom workshop, this recorded web conference can help improve a housing counselor's ability to analyze a borrower's default situation. This training includes information about workout options, applying Freddie Mac requirements, and exploring options that can help keep borrowers in their homes.
<b>CounselorMax™</b>	
<a href="#">CounselorMax Frequently Asked Questions</a>	Use this easy-to-print reference to troubleshoot your CounselorMax problems. It covers a wide range of issues, addressing questions both technical and general. The 32 questions and answers provide you with problem-solving tips and valuable contact information.
<a href="#">CounselorMax: Guidelines for First-Time System Administrators</a>	As a CounselorMax System Administrator you must perform, at a minimum, the procedures in this document. The convenient, easy-to-print format will help you get your organization ready in no time. A must-read for CounselorMax Administrators!
<a href="#">CounselorMax Login and Administration</a>	Use this easy-to-print reference to help get you started using CounselorMax. You'll learn to log in, become familiar with the administrative features, and create/edit counselor profiles.
<a href="#">CounselorMax Set-Up and Customization</a>	This interactive web conference provides the fundamentals needed to set up and customize CounselorMax, and gives housing counselors the ability to track and report on outreach efforts, identified and potential funding sources, client demographics and educational activities.

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<b>CounselorMax™ (cont'd)</b>	
<a href="#">CounselorMax: Report Capabilities</a>	This interactive web conference for users of CounselorMax highlights the automated preparation of the HUD Form 9902 and custom report capabilities.
<a href="#">CounselorMax: Using CounselorMax</a>	This interactive web conference for CounselorMax users will help individuals create and manage client files. Learn basic data entry requirements and automated case management activities that ease the burden of file management.
<b>CreditSmart®</b>	
<a href="#">CreditSmart Train-the-Trainer</a>	This Train-the-Trainer workshop prepares individuals with the classroom facilitation skills needed to teach Freddie Mac's CreditSmart curriculum to potential borrowers.
<b>Loan Prospector® Outreach</b>	
<a href="#">Getting Started with Loan Prospector Outreach</a>	Loan Prospector Outreach provides a more efficient, objective way to assess your clients' readiness to become a homebuyer. Attend this web conference to learn about this powerful, web-based tool that enables housing counselors to determine whether a client is ready to take that next step and apply for a mortgage.
<a href="#">Loan Prospector Outreach User Guide</a>	This comprehensive, easy-to-print reference guides you through using Loan Prospector Outreach, an exciting tool for Housing Counselors that allows you to quickly assess your clients' loan eligibility and home-buying needs.