



## Education Debt Consumer Assistance Program

### EDCAP Volunteer Training Schedule and Outline – Fall 2021

DATE/TIME	TOPIC	DETAIL
Monday, October 18th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Ambassadors: Introduction to EDCAP	<ul style="list-style-type: none"> <li>- <i>The Student Loan Crisis</i></li> <li>- <i>How EDCAP Helps</i></li> <li>- <i>What Ambassadors Do</i></li> </ul>
Wednesday, October 20th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Ambassadors: Community Outreach	<ul style="list-style-type: none"> <li>- <i>Generating Leads</i></li> <li>- <i>Networking/Community</i></li> <li>- <i>Outreach Skills</i></li> <li>- <i>Researching</i></li> <li>- <i>Targeting Audiences</i></li> </ul>
Monday, October 25th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Ambassadors and Counselors: Remote Volunteering Protocols	<ul style="list-style-type: none"> <li>- <i>The Retired Senior Vol Program</i></li> <li>- <i>Technology</i></li> <li>- <i>COVID-19 Safety</i></li> </ul>
Wednesday, October 27th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Counselors: Financial Coaching 1	<ul style="list-style-type: none"> <li>- <i>Budgeting for Student Loans</i></li> </ul>
Monday, November 1st 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Counselors: Financial Coaching 2	<ul style="list-style-type: none"> <li>- <i>Understanding Credit Reports</i></li> </ul>
Wednesday, November 3rd 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Counselors: The Student Loan System	<ul style="list-style-type: none"> <li>- <i>Loan Programs Overview</i></li> <li>- <i>Private Loans</i></li> </ul>
Monday, November 8th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Counselors: Problems and Cures	<ul style="list-style-type: none"> <li>- <i>Repayment Issues</i></li> <li>- <i>Default</i></li> <li>- <i>Consolidation</i></li> </ul>
Wednesday, November 10th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Counselors: Forgiveness and Discharge Programs	<ul style="list-style-type: none"> <li>- <i>PSLF</i></li> <li>- <i>Disability Discharge</i></li> <li>- <i>Other, Legal Issues, Bankruptcy</i></li> </ul>
Monday, November 15th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Counselors: Counseling Sessions 101	<ul style="list-style-type: none"> <li>- <i>Information Gathering</i></li> <li>- <i>Using FSA Web Tools</i></li> <li>- <i>Research and Troubleshooting</i></li> </ul>
Wednesday, November 17th 10:00 am – 12:00pm Click <a href="#">here</a> to join meeting.	Counselors: Case Handling	<ul style="list-style-type: none"> <li>- <i>Record Keeping</i></li> <li>- <i>Opportunities for Shadowing</i></li> </ul>

For questions, contact Courtney Davis ([cdavis@cssny.org](mailto:cdavis@cssny.org)). Please do not share or distribute without prior authorization.