

2018 Management & Leadership Training Conference

Theme: Community Action: A Source of Strength

PRELIMINARY SCHEDULE

FOCUS AREAS

Communications Development/Fundraising Impact and Use of Data

Community Economic Energy Partnerships Policy/Advocacy

Development Finance Risk Management

Community Engagement Governance Equity & Intersectionality

Crisis Management Human Resources

TUESDAY, JANUARY 9, 2018

8:00 AM - 5:00 PM The History of the War on Poverty with David Bradley (Separate Registration Required)

7:00 AM - 6:00 PM Registration & Product Sales

6:30 PM - 8:00 PM Young Professionals Networking Event (Meet in Lobby)

WEDNESDAY, JANUARY 10, 2018

7:00 AM - 5:00 PM Registration & Product Sales

7:30 AM - 8:30 AM Breakfast (Provided)

8:00 AM – 8:45 AM Opening Welcome and National Partner Update

WELCOME

Bryan Duncan

Board Chair, Community Action Partnership

Denise Harlow, CCAP

Chief Executive Officer, Community Action Partnership

NATIONAL PARTNER UPDATE

U.S. Department of Health and Human Services

J. Janelle George, Acting Director, Office of Community Services, Administration for Children and Families (*Invited*)

Ann Linehan, Acting Director, Office of Head Start, Administration for Children and Families

CAPLAW

Allison Ma'luf, Esq.

Deputy Director and Senior Counsel

NASCSP

Ray Judy

Energy Service Director

Jackie Orr

CSBG State Assistance Director

9:00 AM - 9:45 AM

GENERAL SESSION

Community Action: A Key Actor in Disaster Preparedness and Recovery Efforts

Disasters can hit in an instant like a tornado; or you can see them approach, such as a hurricane across the ocean. CAAs have been impacted large and a smaller scale disasters. The opening session will provide an update on disaster recovery efforts in the wake of Hurricanes Harvey, Maria and Irma. While we can never be fully prepared, the opening session will provide insight into what can be done to help restore operations as quickly as possible.

Presenters:

Kelly Franke

Executive Director, Combined Community Action, Inc.

Giddings, TX

Michael E. Jones

Executive Director, Oklahoma Association of Community Action Agencies, Inc. Edmond, OK

Susan Cooper

Interim Executive Director, Community Action Partnership of Sonoma County Santa Rosa, CA

Moderator:

Karen Swenson

Executive Director, Greater East Texas Community Action Program Nacogdoches, TX

10:00 AM- 10:30 AM

Legislative Update with David Bradley

10:45 PM - 12:15 PM

CONCURRENT WORKSHOP SESSIONS

Introduction to the Boards' Role and Responsibilities

<u>Learning Objective</u>: Define Board Roles and Fiduciary Responsibilities

To set the stage for the deep dive board sessions later in the conference, this session will provide an overview of the fiduciary duties of a Community Action Agency board. Review the Duties of Care, Loyalty, and Obedience and how they play out in fulfilling your fiscal, program, personnel oversight, and advocacy roles. Get the basics down on CSBG Organizational Standards and familiarize yourself with the term ROMA Next Generation. The CSBG Act requires CAAs board members to be fully engaged in the development, planning, implementation, and evaluation of the program to serve low-income communities and this session will help you get more out of all the board governance sessions at the conference.

Presenter:

Denise Harlow, MSW, CCAP, NCRT

Chief Executive Officer, Community Action Partnership Washington, DC

Preparing for the Strategic Plan

<u>Learning Objective</u>: Identify Key Elements in Strategic Planning Preparation

This session will provide an in-depth review of the first phase of strategic planning process. From identifying the planning process to conducting an environmental scan and assessing community needs, as well as reviewing your agency's mission, vision, and values. This session walks through how to ensure a thoughtful planning process to include the right stakeholders and information before the planning retreat begins.

Presenters:

Courtney Kohler, MPA, CCAP, NCRT

Senior Associate, Community Action Partnership Washington, DC

Natalie Kramer, MSW, NCRT

Program and Policy Associate, Community Action Partnership Washington, DC

Increasing Agency Impact: Setting the Stage

<u>Learning Objective</u>: Operate an Outcomes Focused Agency

As What Matters: Investing in Results to Build Strong, Vibrant Communities (a project of the Federal Reserve Bank of San Francisco and Nonprofit Finance Fund) highlights, "the greatest hope of people working in the social sector is to make a positive, long-term impact. But, too often, the funding systems that support their work incentivize a short-term focus on "outputs."" Ready to shift the paradigm from outputs to outcomes? Join your colleagues to "explore the possibilities of an outcomes-based world."

Presenters:

Jessica LaBarbera

Vice President, Strategic Innovation, Nonprofit Finance Fund Los Angeles, CA

Angela Francis

Director, Advisory Services Operations, Nonprofit Finance Fund Los Angeles, CA

Moderator:

Jarle Crocker, Ph.D., CCAP, NCRT

Director of Training and Technical Assistance, Community Action Partnership Washington, DC

Immigration: Policy and Practice

<u>Learning Objective</u>: Examine and Apply Immigration Policy and Practice

This session will provide an overview of U.S. immigration policy and trends. Special attention will be given to how policy and trends especially impact families with low incomes and the Community Action Agencies and other human service providers that work to meet their needs in an ever-changing environment.

Presenters:

Mark Greenberg

Senior Fellow, Migration Policy Institute Washington, DC

Arlene McAtee

Executive Director, Mid-Iowa Community Action Marshalltown, IA

Moderator:

Karen Swenson

Executive Director, Greater East Texas Community Action Program Nacogdoches, TX

Head Start Update: Performance Standards and Monitoring

Learning Objective: Summarize Head Start Performance Standards and Monitoring

Participate in an in depth review of critical focus areas under the new Program Performance Standards. Review leadership, governance, and finance with a focus on how Community Action can better integrate their Head Start programs into overall management and operations.

Presenters:

Ann Linehan

Acting Director, Office of Head Start, ACF, U.S. DHHS Washington, DC

Allison Ma'luf, Esq.

Deputy Director and Senior Counsel, CAPLAW Boston, MA

LGBT and Poor - The More Vulnerable, the More Invisible

Learning Objective: Demonstrate Equity in Service Delivery

In 2010, the National Institute of Medicine published a ground-breaking report that coalesced decades of research on the healthcare needs of LGBT persons. While calling for more detailed research, IOM highlighted two especially significant findings: 1.) Significant health care disparities are related to stigmatization of this population; 2.) The most vulnerable sub-groups, i.e. youth, seniors and gender non-conforming persons, apparently become more invisible in direct proportion to their level of need for community based services. In this session we will explore the implications of this research for Community Action, and what it means to proactively enfold this minority group into the larger community.

Presenter:

Jim Lopresti, Ph.D., CCAP

CCAP Program Administrator, Community Action Partnership Washington, DC

12:00 PM - 1:30 PM Lunch (On Your Own)

2:00 PM- 5:00 PM CONCURRENT WORKSHOP SESSIONS

Developing and Implementing an Outcomes Based Strategic Plan

Learning Objective: Produce and Employ an Effective Strategic Plan

From the strategic planning retreat to implementation and follow up – this session looks at strengthening your agency's strategic planning process through to the end. Set up an effective accountability process with metrics and tools, such as dashboards, for ensuring you meet the goals of your strategic plan. Board and staff responsibilities in the implementation and accountability phase will be highlighted.

Presenters:

Jarle Crocker, Ph.D., CCAP, NCRT

Director of Training and Technical Assistance, Community Action Partnership

Courtney Kohler, MPA, CCAP, NCRT

Senior Associate, Community Action Partnership

Effective Management

Learning Objective: Interpret and Strategically Implement Your Leadership Style

Discover your leadership style and how to use it to influence and motivate your staff to realize your agency's vision. Learn proven methods for building effective teams, increasing team productivity and capacity. Explore common sources of work place conflict and work through practical solutions to foster an environment of inclusion and communication.

Presenters:

Bertha Proctor, Ph.D., SPHR, CCAP

Chief Executive Officer, Pace Community Action Agency Lead Consultant, WiseCAP Training and Consulting St Vincennes, IN

Lori Williams, CCAP

Lead Consultant, WiseCAP Training and Consulting St Vincennes, IN

Tai Blythe, CCAP

Associate Director, Pace Community Action Agency
St Vincennes, IN

Maximizing Community Level Impact

Learning Objective: Apply Proven Community Level Change Strategies

Examine methods for increasing your agency's community level impact. Receive first hand insight into proven high impact anti-poverty strategies. Strategies to be discussed include two-generational approaches ending poverty, community economic development, and partnerships and collective impact. Notably, this session will give special attention to rural challenges and solutions in fighting poverty.

Presenters:

Justin Rurch

Program Officer, Rural LISC – Local Initiatives Support Corporation Washington, DC

Paul Dole, CCAP

President and CEO, KCEOC Community Action Partnership Barbourville, KY

Duane Yoder (Invited)

Executive Director, Garrett County Community Action Council Oakland, Maryland Moderator:

Tiffney Marley, CCAP, NCRT

Learning Communities Project Director, Community Action Partnership

Finance for Non-Finance CAA Leaders

Learning Objective: Improve and Demonstrate Nonprofit Finance Practices

Designed for individuals who are not working in the finance department but have the need to understand financial terms, budgets, reports, and overall financial management or programs and agencies, this session will give attendees tools, resources, and a core understanding of good financial management. Whether you are an executive director, program director, or project manager, there are skills you need in the fiscal arena. The session will break down fiscal terms, reports, audits, and much more in this intensive session.

Presenter:

Denes Tobie, CPA

Partner, Wipfli Madison, WI

Minimizing Organizational Risk in Energy Programs and Partnerships

Learning Objective: Equip Leaders to Recognize and Mitigate Risk in Energy Programs

This session will be a discussion on common challenges Weatherization subgrantees face in managing energy programs and strategies for mitigating and overcoming these issues. Considering the various roles in managing and implementing energy programs, attendees will hear insights on how to mitigate potential risks and challenges while building and maintaining strong energy partnerships.

Presenter:

Ray Judy

Energy Services Director, NASCSP Washington, DC

Organizational Sustainability

Learning Objective: Achieve organizational sustainability

Explore creative ways to achieve organizational sustainability. Join experts and peers for a discussion on three sustainability efforts including 1.) Shared resources and mergers, 2.) Social enterprise, and 3.) Social finance.

Presenters:

Allison Ma'luf, Esq.

Deputy Director and Senior Counsel, CAPLAW

Craig Dublanko

Chief Executive Officer, Coastal Community Action Program

Jessica LaBarbera

Vice President, Strategic Innovation, Nonprofit Finance Fund Los Angeles, CA

Angela Francis

Director, Advisory Services Operations, Nonprofit Finance Fund Los Angeles, CA

Accelerating Change, Increasing Impact

<u>Learning Objective</u>: Developing Leaders Capacities to Lead Change and Achieve Impact

Community Action leaders can no longer be satisfied with 'doing good things.' We have an immediate urgency to commit to stretching the bounds of what is possible. We need to achieve a bigger impact than the best of what we've done before. Accelerating change, and increasing impact requires leaders who help their staff, board members, and stakeholders commit to a shared agency vision, who understand how to harness the wisdom, gifts and skills of their team to solve complex challenges, and who promote learning, outcomes and continual improvement. To demonstrate sustained positive impact Community Action must move beyond being satisfied with the results of individual programs or services. We need to fit together the many parts of our agencies so the whole is greater than the parts. This session will help leaders consider their role in creating a shared sense of urgency in their agency for accelerating change, engaging a guiding coalition to help chart a path forward, articulating and continuously examining a vision for the future, developing shared services and strategies for realizing that vision, encouraging learning and empowering others to be successful. Various tools and resources such as videos, local theories of change, client panels, guiding coalitions, and design labs will be shared.

*Presenters:

Jeannie Chaffin

Consultant, Jeannie Chaffin, LLC

Barbara Mooney, Ed.D.

Director, Association of Nationally Certified ROMA Trainers (ANCRT)

*Additional session development support provided by **Sue Buckley, MS** and **David Tucker, MPA** who are Partners at Brown Buckley Tucker

5:15 PM - 6:30 PM Networking Reception

THURSDAY, JANUARY 11, 2018

7:30 AM - 5:00 PM Registration & Product Sales

7:30 AM - 8:30 AM Breakfast (Provided)

8:00 AM - 9:00 AM Looking Forward: Agenda Setting

Join the national Community Action Partnership's Board Chair and Chief Executive Office to discuss the Partnership's policy platform and communications plan. Facilitated large and small group discussion will be used to gather feedback and ideas. This session will also feature a special video presentation.

Presenters:

Bryan Duncan

Board Chair, Community Action Partnership

Denise Harlow, MSW, CCAP, NCRT

Chief Executive Officer, Community Action Partnership

Ketayoun Darvich-Kodjouri

Principal, Springboard Partners Washington, DC

Betsey Andrews Parker, MPH, CEO

Chief Executive Officer, Community Action Partnership of Strafford County Dover, NH

9:15 AM – 12:15 PM CONCURRENT WORKSHOP SESSIONS

Board Development and Engagement

Learning Objective: Develop and Maintain Fully Engaged Boards

Participants will take a deep dive through the processes of board recruitment, orientation, retention, and succession planning. The board's role in assessment will also be discussed.

Presenters:

Jarle Crocker, Ph.D., CCAP, NCRT

Director of Training and Technical Assistance, Community Action Partnership Washington, DC

Allison Ma'luf, Esq.

Deputy Director and Senior Counsel, CAPLAW Boston, MA

Agency-Wide Communications Planning

Learning Objective: Create and Deploy a Communications Plan

Building on the recent release of the national Community Action Partnership's communications plan, this session will walk participants through the process of creating and implementing a state and local communications plan. Special attention will be given to methods of communication, creating effective messages, and understanding your target audience. Come prepared to enhance or create your agency's communications plan.

Presenter:

Ketayoun Darvich-Kodjouri

Principal, Springboard Partners Washington, DDC

Moderator:

Dyan Lee

Director of Communications and Branding, Community Action Partnership Washington, DC

Fiscal Best Practices: Agency-Wide Budgeting and Financial Dashboards

<u>Learning Objective</u>: Prepare Agency Wide Budgets and Financial Dashboards

Fiscal Best Practices: Agency-Wide Budgeting and Financial Dashboards—two critical tools for financial planning and ongoing monitoring will be included in this intensive fiscal workshop session. The CSBG Organizational Standards require an agency-wide budget and this session will address the nuts and bolts of building on and even more important, will address the role the agency-wide budget plays in agency planning and ongoing fiscal health. The second part of the session will focus on agency dashboards to assist board and staff with ongoing monitoring of the agency's fiscal and program status. Dashboards can be useful tool to highlight critical

financial data in a way that is easily understood. This session will include group discussion and time for Q/A.

Presenter:

Denes Tobie, CPA

Partner, Wipfli Madison, WI

Increasing Agency Capacity by Investing in Staff

Learning Objective: Prioritize Staff Development

The most important investment an agency can make is in its staff. Ensure your agency's personnel policies and procedures are up to date. Learn best practices for hiring the "right" people using the "right" job. Discuss strategies for employee retention and development.

Presenters:

Bertha Proctor, Ph.D., SPHR, CCAP

Chief Executive Officer, Pace Community Action Agency Lead Consultant, WiseCAP Training and Consulting St Vincennes, IN

Lori Williams, CCAP

Lead Consultant, WiseCAP Training and Consulting St Vincennes, IN

Tai Blythe, CCAP

Associate Director, Pace Community Action Agency St Vincennes, IN

Successful Fund Development and Fundraising

Learning Objective: Create a Fundraising Plan

This session will equip attendees with the tools needed to fundraise during uncertain times. Best practices will be shared around building a fundraising team, creating a fundraising plan, making the ask, and planned giving. Local agencies will share lessons learned from their success fund development and fundraising.

Presenters:

Stephanie Roth

Consultant, Klein and Roth Consulting
Oakland, CA

Malcolm Ratchford

Executive Director, Community Action Council for Lexington-Fayette, Bourbon, Nicholas, and Harrison Counties Lexington, KY

Melissa Tibbs, M.Ed., CCAP, NCRT

Director of Planning, Communications, and Advancement, Community Action Council for Lexington-Fayette, Bourbon, Nicholas, and Harrison Counties Lexington, KY

Cheryl Weiss

Development Manager, Community Action Council for Lexington-Fayette, Bourbon, Nicholas, and Harrison Counties

Lexington, KY

Mia Harnos

Chief Development and Communications Officer, Wayne Metropolitan Community Action Agency Detroit, MI

Energy Advocacy: Skills for Leaders

Learning Objective: Gain Skills to be the Low Income Voice in Energy Discussions

Learn and apply specialized skills for persuading utility decision makers regarding programs and protections for vulnerable customers. This interactive session will allow attendees to practice both creating a strategy and presenting a case for ensuring the interests of low income consumers are represented during utility decisions.

Presenter:

John Colgan

Senior Consultant, Colgan Consulting and Former Commissioner, Illinois Commerce Commission Springfield, IL

Beyond Bias: Explicit Strategies for Addressing Implicit Biases

Learning Objective: Learn to Combat Implicit Bias

Beyond Bias is a program of SPACEs (Safe Places for the Advancement of Community and Equity. The program will 1.) Introduce the science of implicit bias, 2.) Provide examples of how implicit bias shows up in everyday life, including areas of age and geography and, 3.) Introduce and provide an opportunity practice strategies for reducing and interrupting implicit bias.

Presenter:

Dushaw Hockett

Founder and Executive Director, Safe Places for the Advancement of Community and Equity Washington, DC

12:15 PM - 1:45 PM

Lunch (On Your Own)

2:00 PM - 5:00 PM

CONCURRENT WORKSHOP SESSIONS

Succession and Transition Planning

Learning Objective: Construct a Succession and Transition Plan

Nonprofits need to have a succession plan in place to ensure sustainability and continual leadership. And, with Baby Boomers retiring at the rate of 10,000/day, succession planning is more important than ever. In this session, participants will explore the rationale behind succession planning and construct one for their agency. Special attention will also be given to preparing for environmental changes that lead to the need for a general transition plan.

Presenters:

Transition Guides (Invited)

Michael Tubbs

Chief Executive Officer, Community Action Partnership of North Alabama

Patricia Beier, CCAP

Executive Director, Wayne Action Group for Economic Solvency

Crisis Communication

Learning Objective: Produce a Crisis Communication Plan

The best time to prepare for a crisis is in before it happens. Gather practice tips and tools for communicating during a crisis. Come prepared to enhance or create your agency's communications plan. Participants will also engage in mock interviews to practice messaging during a crisis.

Presenter:

Ketayoun Darvich-Kodjouri

Principal, Springboard Partners Washington, DC

Moderator:

Dyan Lee

Director of Communications and Branding, Community Action Partnership Washington, DC

Measuring and Communicating Impact

<u>Learning Objective</u>: Measure and Evaluate Impact

Discuss and review examples of how the Annual Report assists Community Action in measuring and evaluating impact.

Presenters:

Jackie Orr

CSBG State Assistance Director, National Association for State Community Services Programs Washington, DC

Katy Kujawski

Research Director, National Association for State Community Services Programs

Eric Benha

Program and Policy Analyst, National Association for State Community Services Programs Washington, DC

Barbara Mooney, Ed.D.

Director, Association of Nationally Certified ROMA Trainers (ANCRT) Waynesburg, PA

Developing Risk Management and Mitigation Strategies

<u>Learning Objective</u>: Learn how to Identify and Implement Practical Risk Management and Mitigation Strategies

This session will de-mystify the discipline of risk management and share tips for evolving risk know-how and competence in a community action agency. Attend this session to learn how to see and understand the nuanced nature of the top risks facing your agency, and how to develop a practical action plan to strengthen risk awareness and risk management. Attendees will leave this session with a short "to-do" list for risk management and resources to support the implementation of their goals.

Presenter:

Melanie Lockwood Herman

Executive Director, National Risk Management Center Leesburg, VA

The Board's Role in Financial Oversight

Learning Objective: Analyze Agency Fiscal Health

Financial oversight of a multi-million dollar Community Action Agency can be daunting for a volunteer board member, but it is a critical function that the public expects board members to understand and accept. While we cannot all be financial experts (and there is no expectation that you are an expert) this session will give board members understanding of the financial reporting they receive/should receive, clarity on the role of treasurer and the finance committee/audit committee, as well as increased insight into the agency's annual audit process and report.

Presenter:

Denes Tobie, CPA

Partner, Wipfli Madison, WI

The Community Action Board's Role in Resource Development

Learning Objective: Formulate a Resource Development Plan that Engages All Board Members

A central concern of the board is ensuring the agency has the resources necessary to pursue the strategic plan. The board's role in fundraising is to provide leadership, financial support, and connection to resources, donors and potential donors. Preparation for these efforts is greatly aided when all board members participate in the planning process, reading and providing feedback on development of the case for support, understanding the development strategies being planned, and understanding their collective and individual roles.

Presenter:

Stephanie Roth

Consultant, Klein and Roth Consulting
Oakland, CA

5:15 PM-6:30 PM

Meet & Greet with the Learning Communities Resource Center (LCRC)

FRIDAY, JANUARY 12, 2018

7:00 AM - 10:00 AM Information & Product Sales

7:30 AM - 8:30 AM Breakfast (Provided)

8:00 AM - 8:45 AM Roundtable Discussions

Facilitated roundtable discussions will cover the following:

- Energy Affordability Issues
- Public Community Action Agencies
- Executive Director
- Rural Poverty Solutions
- Young Professionals
- Aging of America

9:00 AM - 9:45 AM Building Healthy Agencies

Trauma impacts not only the people seeking services, but the helpers as well. That is why it is important to change the way we provide service and also how we support each other as providers. We will discuss common ways trauma rears its head – in a person's actions, thoughts, emotions, and relationships. Learn to identify signs of compassion fatigue, discuss how to create self-care plans, and how agency leadership can promote their practice.

Presenters:

Bertha Proctor, Ph.D., SPHR, CCAP

Chief Executive Officer, Pace Community Action Agency Lead Consultant, WiseCAP Training and Consulting St Vincennes, IN

Corin Tubridy

Homeless Prevention Program Manager, West CAP Glenwood City, WI

Clarissa Thompson

Family and Community Development Director, Mid-Iowa Community Action Agency Marshalltown, IA

10:00 AM - 11:15 AM CONCURRENT WORKSHOP SESSIONS

Top 10 Risks Facing Community Action Agencies

<u>Learning Objective</u>: Understand the top risks facing your community action agency and learn steps to reduce the likelihood and severity of these risks

This fast-paced workshop will explore ten troubling risks facing community action agencies. Attend this session to learn about future actions or events that could impair the mission and success of your agency. You'll also learn practical steps to reduce the likelihood and potential negative impact of these risks.

Presenter:

Melanie Lockwood Herman

Executive Director, National Risk Management Center Leesburg, VA

A Systems Approach to Organizational Standards

<u>Learning Objective</u>: Learn techniques to integrate Organizational Standard compliance into the overall workflow of the agency.

Compliance with the Organizational Standards is more than just a yearly event around the assessment or monitoring. This session will focus in on challenging standards with best practices and solutions to consistently meeting the standards through regular agency processes.

Presenters:

Jarle Crocker, Ph.D., CCAP, NCRT

Training and Technical Assistance, Community Action Partnership Washington, DC

Courtney Kohler, MPA, CCAP, NCRT

Senior Associate, Community Action Partnership Washington, DC

Funding for Community Economic Development Projects

<u>Learning Objective</u>: Learn Essential Information Needed to Obtain OCS Community Economic Development Grant

Learn about the Community Economic Development grant program at the Office of Community Services and other federal programs that support community economic development. Included will be pointers about critical information that should be included in CED grant applications and the planning and strategizing that must precede any successful application. Also learn about the importance of forging strategic partnerships and the resources they can bring to a CED project.

Presenters:

Mark Nelson

Loan Officer, GROW South Dakota Sisseton, SD

Curtis Thompson

Vice President of Financial Services, Total Action for Progress Roanoke, VA

Moderators:

Kevin Kelly

Director of Community Economic Development, Community Action Partnership Washington, DC

Supporting a Data-Centered Organizational Mindset: A CAA Leadership Perspective

<u>Learning Objective</u>: Identify principles of a data-centered organization to implement in your local agency

This session will make the case for the need and impact of data-centered organizational culture. Two agencies will share their innovative anti-poverty approaches and how these contribute to the mindset.

Presenters:

Duane Yoder

Executive Director, Garrett County Community Action Council Oakland, MD

Rand Clark

Community of Care Navigator, Douglas County CARES
Castle Rock, CO

Belva Dorsey

Chief Executive Officer, Enrichment Services Program, Inc. Columbus, Georgia

11:30 AM - 12:00 PM Closing General Session

"Team Building: Believe Your Dreams"

Presenter:

Dr. Robert Lemon

Motivational Speaker