

**2015 MCA Summer Conference  
Shanty Creek Resort, Bellaire, MI**

**Draft Schedule of Events (As of May 27, 2015)**

**Monday, July 27, 2015**

**9:00-4:00 p.m.**                      **Head Start Directors Meeting (Center Bellaire)**  
**3:00-6:00 p.m.**                      **Registration (Summit Main Lobby)**  
**3:00-6:00 p.m.**                      **Vendor Booth Set up (Summit Promenade)**  
**6:00-7:30 p.m.**                      **Executive Directors Networking Dinner (Lakeview Restaurant)**

**Tuesday, July 28, 2015**

**7:30 a.m.-5:00 p.m.**                      **Registration (Summit Promenade)**

**7:15-8:45 a.m.**                      **Breakfast Buffet (Parlor ABC)**

**9:00-10:30 a.m.**                      **Breakout Sessions**

- All Onboard! New Employee Orientation (Parlor EH)
- OPEN (Parlor G)
- Organizational Standards for Board Members, Regina Funkhouser, Nonprofit Network(Parlor F)
- Leadership Development Institute\*(South Bellaire)
- FACSPRO Questions, Answers, and Solutions! Keith Schafer, MCA and Amy Dillon, BCAEO (North Bellaire)
- Head Start Directors Meeting (Center Bellaire) All Day Session
- Regional Planning\*\* (Fireplace Parlor)

**10:45-12:15 p.m.**                      **Breakout Sessions**

- Grant Seeker to Grant Maker (Parlor EH)
- Organizational Standards for Boards (continued), Regina Funkhouser, Nonprofit Network(Parlor F)
- OPEN (Parlor G)
- Leadership Development Institute\* (South Bellaire)
- Setting Up FACSPRO to Empower Agency Efficiencies, Panel Discussion (North Bellaire)
- Head Start Directors Meeting (Center Bellaire) All Day Session
- Regional Planning\*\* (Fireplace Parlor)

**12:15-1:30 p.m.**                      **Lunch (Parlor ABC)**

**1:30-3:00 p.m. Breakout Sessions**

- Silver Key Coalition Update, Jim McGuire, AAA-1B (Parlor EH)
- The ABCs of Organizational Standards, Jarle Crocker, Community Action Partnership (Parlor F)
- OPEN (Parlor G)
- Leadership Development Institute\* (South Bellaire)
- FACSPro and ROMA, Amy Dillon, BCAEO (North Bellaire)
- Head Start Directors Meeting (Center Bellaire) All Day Session
- Regional Planning\*\* (Fireplace Parlor)

**3:15-4:45 p.m. Breakout Sessions**

- OPEN (Parlor EH)
- Building Collaborations that Work, Jarle Crocker, Community Action Partnership (Parlor F)
- When to Borrow: Evaluating Capital Projects, Dan Muschler, IFF (Parlor G)
- Leadership Development Institute\* (South Bellaire)
- Using FACSPro for Non-CSBG programs, Panel Discussion (North Bellaire)
- Head Start Directors Meeting (Center Bellaire)
- MCA Finance Committee Meeting (Fireplace Parlor)

**6:00-9:00 p.m. Dinner and Dancing with DJ**

**Wednesday, July 29, 2015**

**7:30 a.m.-5:00 p.m. Registration (Summit Promenade)**

**7:30-8:45 a.m. Breakfast Buffet (Parlor ABC)** Marcella Wilson, Matrix Human Services, *Transition to Success*

**9:00-10:30 a.m. Breakout Sessions**

- Everything You Wanted to Know About Community Action, Panel Discussion (Parlor E-H)
- Super Circular Review. Plante Moran (Parlor F)
- Strategic Planning for CAAs, Jarle Crocker, Community Action Partnership (Parlor G)
- Leadership Development Institute\*(South Bellaire)
- FACSPro "Bridges" and other Workarounds, Tara Reynolds and Sandra Toney , Oakland Livingston Human Service Agency (North Bellaire)
- Overview of the Early Childhood "System" in Michigan, Sheri Butters, Holly Wingard, Early Childhood Invest Corp. (Center Bellaire)
- Regional Planning (Fireplace Parlor) \*\*

**10:45-12:15 p.m. Breakout Sessions**

- Project H2O: Mobilizing an emergency water assistance program (Parlor E-H)
- Focus on the Frontline: Keeping Frontline Staff Informed, Panel Discussion (Parlor F)
- OPEN (Parlor G)
- Leadership Development Institute\*(South Bellaire)
- Know Your CSBG Act: Win Friends, Influence Policy, and Amaze your Monitors! Kate Martin, KMartin Works (North Bellaire)
- Transition to Success, Marcella Wilson, Matrix Human Services(Center Bellaire)
- Regional Planning\*\* (Fireplace Parlor)

**12:15-1:30 p.m. Lunch (Parlor ABC) DHHS Director Nick Lyon (Invited)**

**1:30-3:00 p.m. Breakout Sessions**

- Strengthening Families, Sheri Butters and Holly Wingard, Early Childhood Development Corp. (Parlor E-H)
- Fiscal Grab Bag: Agency Wide Budgets, Procurement, Indirect Costs, Activity Sheets, and More, Plante Moran (Parlor F)
- OPEN (Parlor G)
- Leadership Development Institute\* (South Bellaire)
- Healthy Agencies, Healthy Communities: Effecting Change through Empowerment Training and a Focus on Stabilization, Gwen Robels and Rachel Ahee, Community Action House (Center Bellaire)
- OPEN (North Bellaire)
- Regional Planning\*\* (Fireplace Parlor)

**3:15-4:45p.m. Breakout Sessions**

- Grow Up Great/Family Financial Literacy, Lynn Henley, PNC Bank (Parlor E-H)
- ROMA Implementation in Kalamazoo County, Amber Leverette and Scott Jansen, Kalamazoo County CAA (Parlor F)
- Leadership Development Institute\* (South Bellaire)
- Community Action Partnership Update, Jarle Crocker, Community Action Partnership (Center Bellaire)
- A Real Person, A Caring Voice: Operationalizing an Integrated Call Center System (North Bellaire)
- Regional Planning\*\* (Fireplace Parlor)

**5:00-6:00 p.m. "52 Club" Friends of MCA Reception (Lakeview Patio)**

**6:00-7:00 p.m. Dinner and Auction (Parlor ABC)**

**7:00-9:00 p.m. Campfire Reception**

## **Thursday, July 30, 2015**

**7:30-8:45 a.m.**                      **Breakfast Buffet: MSHDA Director Kevin Elsenheimer**  
(Parlor ABC)

**9:00-10:30 a.m.**                      **Meetings and Breakout Sessions**

- Monitoring of the New Organizational Standards: What to Expect, Kate Martin, KMartin Works (Parlor E-H)
- Media Relations and Agency PR, Barbara Lezotte, Lezotte Miller (Parlor F)
- Adaptive ReUse in Lincoln Park: A Community Development Success (Parlor G)
- MCA Directors Council Meeting (South Bellaire)

**10:45-12:15**                              **Meetings and Breakout Sessions**

- Community Needs Assessments, Kate Martin, KMartin Works(Parlor E-H)
- OPEN (Parlor F)
- OPEN (Parlor G)
- OPEN (North Bellaire)
- Community Development and Environmental Justice, Panel Discussion (Center Bellaire)
- MCA Directors Council Meeting (South Bellaire)

**12:15—1:30 p.m.**                      **Lunch (Parlor ABC)** Valerie Brader, Director, Michigan  
Energy Office

**1:30—3:00 p.m.**                      **MCA Board of Directors** (South Bellaire)

\* Leadership Development Institute on July 28-29 requires separate registration.

\*\*Regional Planning sessions are informal meetings of neighboring agencies who want to discuss possible collaborations. A schedule will be developed following a survey of agencies' interests.

## **BREAKOUT SESSION DESCRIPTIONS**

### **Tuesday, July 28:**

#### **9:00-10:30 a.m.**

***All Onboard! New Employee Orientation*** (Parlor EH)

A workshop on how to design an effective orientation process that helps new staff start out in their role as informed, engaged and energized employees. Topics to include automation of forms and other digital strategies.

*Presented by Wayne Metropolitan Community Action Agency*

***From Good to Great—The Expanded Role of CAA Boards*** (Parlor F)

An expert in board development will explain the expanded role agency board members will play as the Organizational Standards are implemented nationwide. (Session continues after 10:30 break)

*Presented by Regina Funkhouser, Nonprofit Network*

***Leadership Development Institute*** (South Bellaire)

This is the start of a new cohort of future Community Action leaders who will take part in a 12 month Leadership Development curriculum. Separate registration and prior acceptance into the program are required.

*Facilitated by Rebecca Kraus, Rebecca Kraus and Associates*

***FACSPro Questions, Answers, and Solutions!*** (North Bellaire)

For all you system administrators and back up admins out there, bring your latest questions and concerns to this session for a brush up on getting the most out of your agency's use of FACSPro. Among the topics to be covered:

- Setting up FACSPro to report on non-DHS programs
- How to correctly categorize non-DHS programs
- Refresher on outcomes for IS report

*Facilitated by Keith Schafer, IT Director, Michigan Community Action and Amy Dillon, Bureau of Community Action and Economic Opportunity*

***Head Start Directors Meeting*** (Center Bellaire)

Open to Head Start directors and invited guests.

***Regional Planning*** (Fireplace Parlor)

MCA is making a room available throughout the conference for neighboring agencies to discuss possible areas of collaboration.

**Tuesday, July 28:  
10:45-12:15 p.m.**

***Grant Seeker to Grant Maker*** (Parlor EH)

Designing and delivering a high impact grassroots grant making program for small nonprofits.

*Presented by Wayne Metropolitan Community Action Agency*

***From Good to Great—The Expanded Role of CAA Boards (continued)*** (Parlor F)

*Presented by Regina Funkhouser, Nonprofit Network*

***Setting Up FACSPro to Empower Agency Efficiencies*** (North Bellaire)

This session is great for System Administrators, Program Managers, Fiscal Staff and members of a CAA's management team! Dan Peterson, Executive Director of EightCAP will lead an interactive discussion on how CAAs are using FACSPro to reduce administrative work and achieve the savings of time and resources. Dan will start off the discussion with some ways EightCAP uses FACSPro. He will be joined by

representatives from other agencies to share ideas on things they have done to improve their systems with FACSPRO. Bring your questions, examples, and ideas to the conversation

*Moderated by Daniel Petersen, CEO, EightCAP*

**Tuesday, July 28:  
1:30-3:00 p.m.**

***Silver Key Coalition Update*** (Parlor EH)

The Silver Key Coalition is a group of individuals and organizations committed to supporting the desire of older adults and adults with a disability to remain living at home for as long as possible. This session will cover the coalition's focus on documenting unmet needs, underserving, and the need to document outcomes of home and community-based services, and as well as provide an update of the Silver Key Coalition's advocacy campaign and its recent study on service demand projections. This is a very data driven advocacy campaign and providers have a very important role in providing data to support the effort.

*Presented by Jim McGuire, Area Agency on Aging-1B*

***The ABCs of Organizational Standards*** (Parlor F)

Need a refresher on implementing Organizational Standards? Hear it from the national Partnership's director of training and technical assistance. He will review all the basics, including the content and philosophy of the standards, important deadlines, and questions that still remain. This session will be good for all levels of agency staff and boards.

*Presented by Jarle Crocker, Community Action Partnership*

***FACSPRO and ROMA*** (North Bellaire)

FACSPRO serves as an effective tool for Results Oriented Management and Accountability. The session will review the purpose of the logic models, how to create them, and how to verify that your agency is reporting the correct results. This session is intended for agency CSBG Program Managers and agency System Administrators and any other users interested in how FACSPRO can assist in the ROMA process for your agency.

*Presented by Amy Dillon, BCAEO and Keith Schafer, MCA*

**Tuesday, July 28:  
3:15-4:45 p.m.**

***When to Borrow: Evaluating Capital Projects*** (Parlor F)

Coming up with funds to purchase real estate or to make renovations and repairs to existing properties can be a problem for many nonprofits. This session will walk you through the pros and cons of capital projects and when to consider contacting a financial institution for advice and guidance. It will also include a survey of the financial products available in the market.

*Presented by Dan Muschler, IFF*

***Building Collaborations that Work*** (Parlor G)

(Session description to be added)

*Presented by Jarle Crocker, Community Action Partnership*

***Using FACSPRO for Non-CSBG Programs***

Michigan CAAs are finding the FACSPRO database program useful for entering and retrieving information about a wide variety of agency programs unrelated to the Community Services Block Grant. Two member agencies will share what they've learned about the integration of data and the results they're seeing.

*Presented by Tamara Courts, Monroe County Opportunity Program and Gabby Lever and Eric Rowell, Chippewa-Luce-Mackinac CAA*

**Wednesday, July 29:**

**9:00-10:30 a.m.**

***Everything You Wanted to Know About Community Action*** (Parlor E-H)

This popular session is for attendees who are new to Community Action. Executive directors, staff, and board members will learn how experienced CA leaders handle the challenges that go hand in hand with leading a Community Action Agency. Bring your questions and get answers and ideas for solving hard problems. The session will also discuss the role of Michigan Community Action and how to get involved in legislative and advocacy efforts.

*Panelists to be announced*

***Super Circular Review*** (Parlor F)

With the implementation of the "Super Circular," OMB's administrative guidance for awardees of federal grants, set for the end of the year, this session provides an opportunity to gauge your agency's readiness to comply with the new rules.

*Presented by Plante-Moran*

***Strategic Planning for CAAs*** (Parlor G)

Ensuring CAAs have a clear vision and direction to guide board and staff activities is part of the new Organizational Standards. Strategic planning is seen as a way to reach that goal. This session will look at the components that make up a solid strategic plan and how to use it to reach organizational and community goals.

*Presented by Jarle Crocker, Community Action Partnership*

***FACSPRO "Bridges" and other Workarounds*** (North Bellaire)

In an effort to reduce the amount of double entry during intake and other client encounters, some CAAs in Michigan have found ways to modify FACSPRO to move away from Child Plus for Head Start or create an export for NAPIS for senior citizen programs. They will also share how their agency uses FACSPRO to track their nutrition programs. Learn where they had success and how your agency can benefit from OLHSA's experience.

*Presented by Tara Reynolds and Sandra Toney, Oakland Livingston Human Service Agency*

***Overview of the Early Childhood System in Michigan*** (Center Bellaire)

We know that families often need reliable childcare to be able to work or go to school. This session will discuss the Great Start collaborative, the Governor's desired early childhood outcomes, and parent coalitions, as well as a look at five critical components to achieve desired outcomes. Also, the session will discuss what quality childcare looks like and how to provide families with information to help them find quality childcare and preschool. *Presented by Sheri Butters and Holly Wingard, Early Childhood Investment Corp.*

**Wednesday, July 29:  
10:45-12:15 p.m.**

***Project H2O: Mobilizing an Emergency Water Assistance program*** (Parlor E-H)

The City of Detroit faced an international backlash last year when it undertook an aggressive campaign to collect overdue water bills from thousands of area residents. Wayne Metro Community Action Agency stepped up and created an emergency water assistance program to assist low income customers. Come hear what the agency learned from this real-world experience in emergency program development. *Presented by Wayne Metropolitan Community Action Agency*

***Focus on the Frontline: Keeping Staff Informed*** (Parlor F)

Our panel will discuss strategies to train and support frontline CAA staff with information on local resources for clients and eligibility rules. A goal is to insure that clients get excellent and comprehensive services no matter who they talk to or work with at a CAA. Panelists will share processes and tools to keep resource databases up to date, how to maximize use of human services databases like 211 and other local resource directories and realistic action items to add to Client Action Plans to empower clients to take steps toward self-sufficiency.

*Presented by Barbara Jackson, OLHSA, Moonson Eninesche, Washtenaw County Office of Economic Development, Courtney Liles, Community Action*

***Know Your CSBG Act: Win Friends, Influence Policy, and Amaze your Monitors!***

(North Bellaire)

As the debate in Congress about the reauthorization of the Community Services Block Grant gets underway, it will be helpful to understand the origins of the Act that provides CAAs with critical funding and mandates to carry out their missions. Issues covered will include what to prepare for in writing the Annual Action Plans, documenting what an agency is doing organizationally, and, perhaps most importantly, understanding what the CSBG does **not** require.

*Presented by Kate Martin, KMartin Works*



***Transition to Success: A Model for Breaking the Cycle of Poverty*** (Center Bellaire)  
Following her breakfast keynote, Marcella Wilson will dive a little deeper into the Transition to Success model that she implemented across all programs at Matrix Human Services in Detroit. Learn more about the key features of TTS and how it might relate to your agency's processes for client support.

*Presented by Dr. Marcella Wilson, Matrix Human Services*

**Wednesday, July 29:**  
**1:30-3:00 p.m.**

***Strengthening Families Protective Factors:*** (Parlor E-H)

This session will explore how building the Strengthening Families Protective Factors into communities can support families to be leaders in their homes and beyond. We will also look at opportunities for collaboration locally and across the state

*Presented by Sheri Butters and Holly Wingard, Early Childhood Investment Corp.*

***Fiscal Grab Bag*** (Parlor F)

Bring your questions about Agency Wide Budgets, Procurement, Indirect Costs, Activity Sheets, and other fiscal topics to this wide ranging session with a not for profit finance pro.

*Presented by Plante Moran*

***Healthy Agencies, Healthy Communities: Effecting Change through Empowerment Training and a Focus on Stabilization*** (Center Bellaire)

In 2013 Community Action House in Holland, MI, launched its EPIC Empowerment Institute curriculum to help staff and clients identify and manage their mindsets and behaviors to achieve sustainable outcomes and long-term life goals. This presentation will include an introduction to this unique client-centered approach which resulted in an increase in productive short and long-term case management relationships.

*Presented by Gwen Robles and Rachel Ahee, Community Action House*

***Grow Up Great/Family Financial Literacy*** (Parlor E-H)

Join a unique, dual presentation from conference sponsor PNC Bank as presenters demonstrate PNC's best practices for community and client outreach through some of their most successful focus areas and programs. During "WHY Financial Education?" you will learn statistics that will surprise you, and best practices using a variety of curriculum to start changing those numbers. Learn about free resources in your community, such as materials and instructors for adults as well as children that can be tapped to support existing services provided in financial education. Then "Early Education-Success in School and Life" demonstrates how learning in a child's early years is essential for their long-term success. PNC offers leadership, advocacy, funding, volunteers and educational resources to help families, educators and community partners provide innovative opportunities that enhance learning and development in a child's early years.

*Presented by Lynn Henley, PNC Bank*

**Wednesday, July 29:  
3:15-4:45 p.m.**

***ROMA Implementation in Kalamazoo County*** (Parlor F)

This presentation will cover how Kalamazoo County Community Action Agency implemented ROMA. We will discuss how ROMA was trained to staff by not only using the traditional ROMA curriculum, but by integrating how ROMA and FACSPRO can work together. We will show participants everything that FACSPRO has to offer for program and performance management tools, and we will walk through the actual creation of a logic model in FACSPRO. We will then connect how implementing the full ROMA cycle and utilizing the FACSPRO tools assists in creating a stronger IS-Report. We will close by displaying how we have been able to map data collected from our participants and why this is so important in furthering the work of Community Action.

*Presented by Amber Leverette and Scott Jansen, Kalamazoo County CAA*

***Community Action Partnership Update*** (Center Bellaire)

Toolkits? Have we got toolkits! And more! Come learn about all the training and technical resources that are available through the Partnership's website, publications, and staff from the association's training and TA director. CAA staff and board members will benefit from this session.

*Presented by Jarle Crocker, Community Action Partnership*

***A Real Person, A Caring Voice: Operationalizing an Integrated Call Center*** (North Bellaire)

Community Action Agencies have long had a reputation for quick responses to requests for help, but in this era of the public's expectations of 24 hour service, seven days a week, it's difficult to provide that level of response. This session will describe how one agency is meeting customer demand and improving client satisfaction and outcomes.

*Presented by Wayne Metro CAA*

**Thursday, July 30:  
9:00-10:30 a.m.**

***Monitoring of the New Organizational Standards: What to Expect*** (Parlor E-H)

How will the new organizational standards affect the steady parade of monitors and auditors who oversee your programs? What can you do proactively to be ready? This session will focus on possible benefits and pitfalls.

*Presented by Kate Martin, KMartin Works*

***Media Relations and Agency PR*** (Parlor F)

The ability to tell your agency's story in a manner that sparks public and media support is a learnable skill. This session will cover the basics for establishing a relationship of trust and reliability with your local and regional media outlets.

*Presented by Barbara Lezotte, Lezotte Miller Public Relations*

***Adaptive Re-Use in Lincoln Park: A Community Development Success Story***

(Parlor G)

The remodeling and renovation of a historic theater in Lincoln Park into mixed affordable housing and retail space provided a much-needed facelift and economic spark to a formerly down and out neighborhood. This session will describe the vision and the partners needed to help a CAA transform the historic landmark into an urban showcase.

*Presented by Wayne Metropolitan CAA*

**Thursday, July 30:**

**10:45-12:15**

***Community Needs Assessments: What Will New State Policies Mean?*** (Parlor E-H)

The Community Services Program Manual will contain new policies that might affect how you conduct your Community Needs Assessment. This session will outline the components of a good Community Needs Assessment and what impact the CSPM 503 is likely to have.

*Presented by Kate Martin, KMartin Works*

***Community Development and Environmental Justice*** (Center Bellaire)

Low income neighbors are often exposed to environmental conditions that can have negative physical and mental health consequences. This panel discussion will explore the relationships between low income neighborhoods and environmental quality. We'll also look at the role of "green jobs" can play to restore the community to health.

*Presented by Shannon Nobles, Michigan League for Public Policy, moderator; Panelists Lynnette Cobb and Kimberly Hill Knott, Detroiters Working for Social Justice; Jocelyn Hayward MI Air, MI Health; and Wesley Priem DHHS*