

# 2017 MinnCAP Conference Sessions

**\*\*SESSION IS TENTATIVE AND COULD CHANGE\*\***

**Pre-Conference Sessions: July 31 (1:00 pm to 5:00 pm) to Aug 1 (8:00 am to Noon)**

**Pre-registration Required - \$100**

## **History of Community Action**

*David Bradley, National Community Action Foundation (NCAF)*

David Bradley gives a voice to the voiceless. David is the Executive Director of the National Community Action Foundation and is the principle author of the Community Services Block Grant, which provides the core funding to the nation's CAA network.

Topics Covered Include:

- The changing role of the government in helping the poor
- Community Action Programs of Yesterday, Today and Tomorrow
- Where will the Community Action program be in the next ten years?

**Aug 1 – Conference Begins at 1:00 pm**

**Opening Session Keynote address – Tou Ger Bennett Xiong**

**Remarks also by David Bradley, NCAF**

**August 1**

**3:15 pm – 4:30 pm**

**Breakout Sessions**

## **The Brand of Diversity**

*Samson Longtin, Arrowhead Economic Opportunity Agency*

Diversity is a word that scares some people. It must be "bought into" through community conversations involving both sides of the aisle, otherwise it is at its best "tolerance." Community Education and stories that evoke empathy are key.

## **Recruiting The Right Volunteers**

*Julie Vreeland – Greater MN Outreach and Partnership Manager*

*Minnesota Association for Volunteer Administration (MAVA)*

Often when staff or members of an organization are involved in recruitment, they are so anxious to fill slots or add to the membership that little care is given to finding the right person(s). Everyone can relate to the impact on the volunteer and the organization when the wrong person is recruited. Successful recruitment involves marketing your organization's volunteer needs to the segment of people who can fill your needs while simultaneously filling their own. Recruitment is not merely following prescribed techniques to attract potential volunteers but rather designing a strategy to find the right volunteer and then utilizing an appropriate outreach technique to invite them to consider becoming a volunteer or member. The Primary Purpose of this training is to explore targeted volunteer recruitment: a strategy of invitation to reach the best people to fill your volunteer positions.

## **Making a Difference: Board Leadership for Today's CAA**

*Denise Harlow, Community Action Partnership*

In this training, CAA board members will explore the primary duties of board service, review key responsibilities of CSBG Grantee Tripartite boards, and discuss how the boards of both public and nonprofit CAAs "fully participate in the development, planning, implementation, and evaluation of the program to

serve low-income communities” while maintaining their governance role. The session will examine common characteristics of sustainable, high performance organizations, the board’s role in helping to meet today’s challenges, strategies for ensuring board participation from all board sectors and effective ways to recruit and develop board members. This session will be interactive and ample time for questions will be provided.

### **Community Engagement Innovation Lab: Building your CAA’s Muscle to Tackle Complex Community Challenges**

*Jeannie Chaffin*

Building your CAA’s Muscle to Tackle Complex Community Challenges. In this session participants will learn concepts to consider when approaching community level strategies and there will be time to consider how they might approach starting critical community level conversations. Now more than ever CAAs need to use their unique assets such as the tripartite board and trusted community position to help community members find the space and the will for discussions that cross race, class, and political lines.

### **C3: Building Board Capacity, Competence and Confidence**

*Mary Ann Reitmeir, MSW, LISW, BICAP Board of Directors*

*Ashley Charwood, BICAP Board of Directors*

This interactive session will examine organization values consistent with the mandate for “maximum feasible participation” of a community action Tri-Partite board of directors that shape strategies for developing a diverse board and the strategies for building board capacity and leadership. Included in the discussion will be examples of recruiting and building a diverse, engaged board of directors. The relationship between the Board of Directors and the Executive Director (ED) is complex. The Board of Directors is charged with the search for an ED and with oversight and annual evaluation of the ED. A core responsibility of the ED, is to facilitate ongoing capacity building of the Board – individuals and the collective group in order to ensure competent governance of the organization. This three pronged focus – capacity, competence and confidence (C3) creates board leadership that initiates and governs through active committees exemplifying maximum participation and empowered leadership.

### **Cooperative Purchasing Connection and Community Action Partnership**

*Melissa Mattson – Mgr of Admin Services, Lakes Country Service Cooperative/Cooperative Purchasing Connection*

*Julie Anderson – Marketing Lead, Lakes Country Service Cooperative/Cooperative Purchasing Connection*

The Cooperative Purchasing Connection provides an opportunity for staff at Community Action Partnership to procure goods and services from vetted vendors. This workshop session will provide information on:

- Minnesota legislation, which allows us to provide cooperative purchasing to schools, cities, counties, other governmental agencies and nonprofits.
- How CPC uses the competitive solicitation process to vet vendors.
- Options for utilizing CPC contracts to meet your procurement policies.
- A demonstration of Express - the exclusive online marketplace that allows price comparison with one login and one password.

### **HR Directors Roundtable – More information coming**

Join the human resource peers from across the state in a roundtable session for the 3<sup>rd</sup> installment of the 2017 quarterly HR Directors Meeting. This session will also provide the opportunity to network with other HR colleagues from across the state.

**August 2**

**9:00 am – 10:15 am**

**Breakout Sessions**

**Developing Strategies to Partner with Tribal Constituents**

*Brandon Alkire, Minnesota AIDS Project*

*LeAnn Littlewolf, American Indian Community Housing Organization*

This conference session will deepen people's understanding of Tribal people's reality and includes: political status, community strengths and needs, history, collaborative power and innovative approaches to move large social issues. This presentation will provide a foundation of Tribal information relevant to Minnesota from Dakota and Anishinaabe perspectives, with a focus on effective service provision and organizational excellence that drives toward equity and inclusion. The first part of the session will deliver content information and the second half will involve active engagement in group dialogue, relationship-building and strategies.

### **Evaluating the Executive Director: Creating a Useful and Meaningful Method of Evaluation**

*Russell Lee, Ed.D., LP, Organizational Consultant*

One responsibility of a CAP Board of Directors is to provide oversight of the Executive Director, which includes an annual evaluation. This discussion will focus on creating a useful and meaningful method for evaluating the Executive Director of a CAP organization, using a variety of sources for input, and drawing on both subjective and objective data. Strategies for establishing breadth of information, maintaining the confidentiality of sources, and conducting a statistical analysis of the data gathered will be presented. Further discussion will focus on adapting the evaluation strategy to your particular organization.

### **The 21 Irrefutable Laws of Leadership: The Making of a Leader**

*Dr. Clarence Hightower, Community Action Partnership of Ramsey & Washington Counties (CAPRW)*

Dr. Hightower will present The 21 Laws of Leadership based on the revised book by John C. Maxwell. The presentation will explore all 21 laws of leadership and help attendees identify their own leadership styles, strengths, and weaknesses.

### **CSBG State Plan Overview and Feedback Roundtable**

*Francie Mathes, Office of Economic Opportunity, MN DHS*

*Andrew Grewell, Office of Economic Opportunity, MN DHS*

*Becky Wochnick, Office of Economic Opportunity, MN DHS*

Join this interactive session to learn more about the CSBG State Plan process, and to provide feedback on the 2018-2019 draft plan. Every two years, OEO-DHS is required to submit a CSBG State Plan to the U.S. Department of Health and Human Services. Come participate in this important planning and feedback process.

### **Advancing 2 Generation Practice in Community Action Agencies**

*Jeannie Chaffin*

How Community Action Agencies can use current programs and resources to advance 2Gen approaches in their communities. Learn more about the core components of 2Gen, how CSBG can be used to support those components and what other 2Gen programs around the country are learning and pursuing.

### **Preparing for the Audit and Working with the Auditor**

*Michelle Anderson, Wipfli*

What is an audit? Why do I have to have one? If I prepare all the workpapers, what does my auditor really do? In this updated session learn the secrets from a real-life auditor and become informed about the practices auditors do not usually reveal to their clients while performing an audit.

Do you have a difficult time preparing for the year-end financial statement audit? Do you find it difficult to provide information requested by the independent auditor? Does it seem to take a long time to finalize the audit and receive your report? Let us provide some ideas to help identify areas for improvement in your audit

process and ways to collaborate with other staff members in the process. Share your ideas, too, during this session.

### **Managing Performance of Employees**

*Christie Rossow, Director of Human Resources Scott Carver Dakota CAP Agency*

*Kristy Sahr, Director of Human Resources Anoka County Community Action Program*

*Michelle Peterson, Director of Human Resources Tri-CAP*

Being a leader is a challenging position to be in! Great leaders aren't born; they are made! Come to our presentation to learn strategies to lead and mentor employees effectively. Also, learn about engagement, providing feedback and improving teamwork.

## **August 2**

**3:00 pm – 4:15 pm**

### **Breakout Sessions**

#### **Succession Planning and Leadership Development**

*Denise Harlow, Community Action Partnership*

This session will address the need for Succession Planning for CAA leadership teams. The next few years will see significant turnover in leadership positions at CAAs and it is critical that CAAs plan now. The session will also provide attendees with several succession planning tools that will aid them in succession plan development and policy setting.

#### **Certified Community Action Professional (CCAP): What's it all about?**

*Lori Schwartz – CCAP, Lakes and Prairies CAP*

*Colleen Murray - CCAP, Lakes and Prairies CAP*

*Beth Peterson –CCAP, Arrowhead Economic Opportunity Agency*

While agencies strive toward excellence, staff, too can pursue their own professional development path to excellence through CCAP. This session will address the core CCAP process components but also how pursuing your CCAP will impact your view of Community Action as well as influence your daily work. While we know that CCAP tells others in our network that you have achieved a level of dedication, experience and knowledge, it also has significant personal value as well. Have you been thinking about going through the process to become a Certified Community Action Professional? Come to this session to learn about the steps it takes, the time commitment and what CCAP is all about. Hear from a panel of candidates that went through the process with the study group and learn why you should too. You will also have an opportunity to sign up for the 2017 Study Group starting in the fall.

#### **Community Services Block Grant the Law: For Staff and Board Members**

*Connie Greer, retired OEO Director*

*Jeannie Chaffin, formed OCS Director*

This session will provide an overview of the Community Services Block Grant federal law. This law is the foundation for Community Action in the state and nationally. Participants will learn the basics of the law and how to look up topics in it.

#### **Building Diverse and Inclusive Job Training and Employment**

*Andy Wells, CEO, Wells Technology (Also Chairman, Wells Academy)*

*Tim Knudson, VP Marketing, Wells Technology (Also Director of Wells Academy)*

*James King, Student, Wells Academy*

America is faced with two dilemmas. Industry needs skilled employees while people who have issues, lack education, or face challenges in life need jobs. Therefore, this presentation by Mr. Wells presents many years of successful job training experience in professional education, industry, and in Wells Academy. Innovative

methods and processes will be discussed for building a functioning job training and employment program for challenged and unemployed people. Unique processes and creative methods will be shared in examples of industry and education working cooperatively together for a common good.

### **Getting it Right: Understanding the New Not-for-Profit Financial Reporting Standards– information coming soon**

*Michelle Anderson, Wipfli*

Are you ready for the first substantial change in not-for-profit financial reporting in decades? Not since FASB 116/117 was issued in the 1990's has there been such a significant modification in the way that NFP's tell their story. Financial Accounting Standards Board (FASB) Accounting Standards Update (ASU) 2016-14 was issued in August 2016 and is effective for years beginning on or after December 15, 2017. This standard update is Phase I and will impact virtually every not-for-profit organization and the presentation of their financial statements. Key changes include net asset classification, presentation of investment return/expenses, reporting and disclosure of operating measures, reporting and disclosure of liquidity/availability and resources, and the presentation of the cash flow statement. Join the webinar to learn about these changes, how you can help your auditors in gathering information, and what you can do to efficiently and timely implement.

### **Delivering Excellent Customer Service**

*Dr. Michael Monroe Kiefer, Psychologist/Professional Trainer, Powermind Training Inc.*

Most customer service programs fail because the employees don't understand how to deliver excellent service. This session focuses on service through empowered, knowledgeable employees. In most cases when customer service complaints escalate, they result in big losses and serious image problems for the organization. This can all be avoided with proper training. This session covers: individual responsibility, the "bucket theorem", organizational image, exact factors that contribute to poor and excellent service, a formula for dealing with difficult customers, the CPR technique, going the extra mile, speed of service, creating surprise and delight in the customer's mind.

## **August 3**

**9:15 am – 10:30 am**

### **Breakout Sessions**

#### **Opening the Cultural Toolbox: Ojibwe Worldview in Modern Times**

*Dr. Anton Treuer, Bemidji State University*

The Ojibwe are one of the largest tribes in North America, but most Americans know little about them. Come learn more about Ojibwe naming and coming of age rites, how the tribal language encapsulates the worldview of the people, and how it all relates to resilience and struggles of tribal people today and world we all share. Anton Treuer (pronounced troy-er) is Professor of Ojibwe at Bemidji State University and author of 14 books. His equity, education, and cultural work has put him on a path of service around the region, the nation, and the world. He often spends time helping at traditional Ojibwe ceremonies.

#### **SECRETS: Significantly Recapture Time and Deliver More**

*Lee Kuntz*

Do you have unlimited demand but limited funding? Do you need to deliver more within specific programs? Minnesota counties and nonprofit agencies are recapturing and repositioning thousands of work hours by building their process muscle. They are offsetting tight funding, making a bigger impact with their partners and within the communities they serve. "Through the process optimization framework, we have optimized half a dozen customer facing processes and freed up thousands of staff hours that have been redirected towards value-add activities." - Vice President and CFO "It was an immediate change in employee's language. They saw and talked about our opportunities to work smarter." - Senior Vice President "It's

transformational!” As they cut their time to do existing work in half. – Senior Vice President and CFO Learn how your team can achieve these results, engage employees, and build a culture of ongoing improvement.

### **ROMA Next Generation for Boards**

*Denise Harlow, Community Action Partnership*

ROMA Next Generation represents a new way to conceptualize the work of community action. This session will introduce Board members to ROMA Next Generation, the Theory of Change and the new reporting requirements. Board members will take away from this session an understanding of what ROMA Next Generation is, its impact on the work of community action and the enhanced roles and responsibilities of Boards of Directors.

### **Maximum Feasible Participation: Community Action’s 53 Years of Helping People, Changing Lives**

*Leah Pigatti, Ph.D., retired Executive Director*

This session will explore the culture community action, why community action began in 1964; the mood of the country and the creation of agencies during the Johnson administration. Discussion will focus on the concept of maximum, feasible participation; its meaning and how it sets community action apart from other social service and non-profit organizations. Participants will discuss what it means to provide services through a community action agency and how lives change as a result of our work.

### **Are you Open for Business? Why Accessibility Matters.**

*Isaac Wengerd, MN DHS OEO*

Agencies have been trained to think about accessibility as it relates to persons with disabilities. However, being truly accessible and welcoming for all people has to do with much more than just ramps and rails. To effectively reach all persons in poverty, agencies must take proactive steps to make their locations, hours, staffing, technology and other key components more responsive to the needs of their target population, who may face transportation, employment, language, child care and other barriers to accessing Community Action services. Staff from the Department of Human Services will give examples and strategies on improving accessibility, as well as lead a group discussion on how Community Action and its partners can truly meet people where they are at, providing an exemplary level of services.

### **Managing Cybersecurity Risk and Tips on How Not to Become a Victim**

*Jeff Olejnik, Wipfli*

Your organization relies on data and systems to provide your services. With the increase in cyber-attacks, no organization is immune from being a target, no matter how big or how small the organization is. In this session we will discuss recent data breaches and successful hacks and identify how the perpetrators were able to compromise the security controls. Come prepared to share experiences and learn from others.

### **An Easy Conflict Resolution Method**

*Dr. Michael Monroe Kiefer, Psychologist/Professional Trainer, Powermind Training Inc.*

Most people get very stressed when dealing with interpersonal conflict. Usually they have no training in conflict resolution techniques. There is an easy multi-step process anyone can learn to greatly improve their conflict resolution skills at work and at home! This session explains a proven multi-step method along with entertaining real life examples.

**August 3**

**10:45 am – 12:00 pm**

**Breakout Sessions**

**Everything You Wanted to Know About Indians But Were Afraid to Ask**

*Dr. Anton Treuer, Bemidji State University*

“I had a profoundly well-educated Princetonian ask me, ‘Where is your tomahawk?’ I had a beautiful woman approach me in the college gymnasium and exclaim, ‘You have the most beautiful red skin.’ I took a friend to see *Dances with Wolves* and was told, ‘Your people have a beautiful culture.’ . . . I made many lifelong friends at college, and they supported but also challenged me with questions like, ‘Why should Indians have reservations?’”

What have you always wanted to know about Indians? Do you think you should already know the answers—or suspect that your questions may be offensive? In matter-of-fact responses to over 120 questions, both thoughtful and outrageous, modern and historical, Ojibwe scholar and cultural preservationist Anton Treuer gives a frank, funny, and sometimes personal tour of what’s up with Indians, anyway.

- What is the real story of Thanksgiving?
- Why are tribal languages important?
- What do you think of that incident where people died in a sweat lodge?

White/Indian relations are often characterized by guilt and anger. *Everything You Wanted to Know about Indians But Were Afraid to Ask* cuts through the emotion and builds a foundation for true understanding and positive action.

### **Stressed Out**

*Francie Mathes- CCAP, MN DHS OEO*

Do you know anyone who isn't at times stressed out these days? The pace of modern life makes stress management a necessary skill for everyone. Many people juggle multiple responsibilities, work, home life, caregiving and relationships. Learning to identify problems and implement solutions is the key to successful stress reduction. This is a workshop will give you a range of tools, ideas, thoughts and pondering about how to better manage stress and home and at work, including practical tips, humor and exercises to calm your mind so you can start practicing a range of stress management techniques.

### **Understanding Refugee Resettlement – Outreach and Service Strategies**

*Patricia Fenrink, Department of Human Services Resettlement Programs Office*

Presented by the Department of Human Services Resettlement Program Office, this training covers the basics of the refugee journey from the refugee camp through the extensive security vetting process to U.S. arrival. The presentation clarifies the legal definition of who is eligible to have refugee status, describes the Refugee Admissions System, the role of resettlement agencies, the community and the State of Minnesota. Interactive discussion about who is currently in Minnesota with refugee status will inform strategies for reaching out to different cultures and populations around the state.

### **Community Action Fiscal Staff Roundtable**

*Chuck Roamer, Semcac*

Join fiscal and accounting peers from across the state in a roundtable session for the 3<sup>rd</sup> installment of the 2017 quarterly fiscal directors meeting. Additionally, the roundtable discussion will review “aha” moments from presentations at the conference, plus discuss learning and enrichment opportunities for CAP fiscal staff in the coming year. This session also provides the opportunity to network with other fiscal and accounting colleagues from across the state.

### **Improving Work Ethic**

*Dr. Michael Monroe Kiefer, Psychologist/Professional Trainer, Powermind Training Inc.*

Every organization is struggling with poor work ethic. This session discusses the major problem areas and provides several easy methods to improve staff work ethic. Common ethic issues covered include: time theft, entitlement mentality, material theft, poor attitude, inappropriate computer use, cell phone addiction and more. Colorful stories illustrate the concepts presented!