



**Northern New England
Community Action Conference**

Bringing people together to learn for a better tomorrow

**Northern New England CAA Conference
Wednesday May 20 – Friday May 22, 2015
The Equinox Resort and Spa, Vermont**

“50 Years of Fighting Poverty and Looking Toward the Future”

Tuesday May 19, 2015

1:30 – 5:30 p.m. **Golf Tournament 9 holes – meet at the Club House.**
Shot gun start at 2:00 p.m.

6:00 – 8:00 p.m. **Dinner**

Join us for a relaxed and fun evening with various food selections. Come and go as you wish during the two hour meal time. Meet and greet colleagues, friends, co-workers and sponsors.

Location: [Colonnade](#)

Wednesday May 20, 2015

7:30 – 5:30 p.m. **Registration Desk Open**

7:30 – 9:00 a.m. **Breakfast Buffet**

Location: [Colonnade](#)

9:00 – 9:15 a.m. **Welcome to the Conference**

9:15 – 10:30 a.m. **Keynote Address**

A Good Man, weaving the subject of 50 years of Community Action as part of the War on Poverty and as a foundation to build toward the future, into his standard topic.

Mark Shriver, President, Save the Children Action Network

Location: [Rockwell Ballroom](#)

10:45 – 12:15 p.m. **Concurrent Workshops (5)**

Organizational Standards Nuts and Bolts

The CSBG Organizational Standards will be an important element of Community Action over the next few years. This session will provide attendees with a firm foundation on the Standards effort. Participants will walk through the 56 CSBG Organizational Standards and receive background, guidance, and examples of how a CAA can demonstrate they meet each standard.

Denise Harlow CCAP, CEO, Community Action Partnership

Location: [Manchester](#)

Wednesday Continued

Cross Class Communication

This participatory workshop will draw on the work of Ruby Payne and of United for A Fair Economy. Participants will discuss hidden rules of class, class-impacted skills like future planning, and class-based survival skills. Activities, film clips, and group discussion will be utilized. Participants will leave with some concrete recommendations for excellent cross class service provision.

Lynn Clowes

Location: Bennington

Home Safety & Accessibility

Discussion and a virtual tour of a home in an effort to help seniors and adults with disabilities create and maintain a safe environment. This program will take you on a virtual tour of a home to demonstrate how some minor modifications and inexpensive adaptive equipment can help you get things done more easily and safely and help to conserve your energy. This is an interactive presentation that includes a “hands-on” opportunity to try a variety of supportive products that serve to enhance the quality of your everyday living and maximize your independence, comfort and safety at home.

Ray Mailloux, President & CEO, Community House Calls

Location: Rockwell C

Media Basics for CAA's 2015

Updated for 2015: This session will give participants a solid overview of media relations as well as many tips, tools and resources on what to say, how to say it and why you need a consistent, agency-wide approach to communication. Topics covered include:

What is news? Working with the media. What to say or not say. Message development. Print and electronic materials. What to know about photos. Website and social media basics.

Susan Geier, Communications Director, Community Action Partnership of Strafford County

Location: Rockwell A

The Olympics May Come To Boston but the Hurdles Remain In Weatherization

Over the years the Weatherization Program has experienced many changes and faced multiple hurdles. These changes revolve around funding, guidelines, certifications and ultimately how we as CAA's can continue to implement a quality program. This session will be in the format of a roundtable discussion for CAA's, Program Directors, State Directors and other interested staff to discuss some of these key concerns and share ideas for how best to deal with the new program guidelines. Topics will include the new Quality Control Inspector Certification, aligning the SWS to Program Standards and Field Guides and if released, the DOE-WAP evaluations. Participants will have the opportunity to share the impacts they've experienced as a result of program changes and promote positive suggestions to overcome these challenges.

Elliot Jacobson, VP Energy, Action Inc.

Ryan Clouthier, Energy Director, Southern New Hampshire Services, Inc.

Kirk Stone, Weatherization Assistance Program Manager, NH Office of Energy and Planning

Geoff Wilcox, Weatherization Assistance Program Manager, Vermont Office of Economic Opportunity

Michael Baran, Director of Energy and Housing Services, Maine State Housing Authority

David Fuller, Manager of Energy Conservation, State of Massachusetts Department of Housing and Community Development

Location: Rockwell B

Wednesday Continued

12:15 – 1:00 p.m. **Networking Luncheon**

Location: Colonnade

1:15 – 2:45 p.m. **Concurrent Workshops (4)**

The National Performance Indicators and ROMA Next Generation

Participants will learn about forthcoming updates to CAA performance management and measurement. Specifically, participants will receive an overview of updates to the National Performance Indicators of ROMA. They will also learn about ROMA Next Generation's focus on data analysis and evaluation. Tips and tools for data analysis will be reviewed.

Jenae Bjelland, Executive Director, National Association for State Community Services Program

Location: Manchester

“Hoarding and Cluttering – Is There a Difference?”

Featuring a general discussion of the reasons people hoard and how to help them through the de-cluttering and/or de-hoarding process. Through actual case profiles, this session will review the most commonly hoarded items and the reasons individuals feel the need to hold on to them—even though the ramifications can be grave. The presentation will also include proven methods, strategies and techniques to elicit cooperation and collaboration with the individual, the family members, the caregivers and the community at large. The program will conclude with a discussion of actual case profile outcomes.

Ray Mailloux, President & CEO, Community House Calls

Location: Rockwell B & C

Supervision 1

An overview of Motivation and Mission, and how understanding them is basic in good Supervision. The Fundamentals of Communication is also reviewed with an emphasis on how to overcome the natural, but sometimes invisible, barriers.

Craig Popkess, Internship Coordinator for Career Training Programs

Location: Bennington

Who Are You? Developing Your Agency's Brand & Communication Work Plan

This session builds off Media Basics for CAPs 2015. Learn how branding can create a tangible identity for a Community Action Agency with the aim to create an informed audience that knows your organization, its mission, why it matters, and how it works. In this session, participants will learn the techniques and strategies of developing an agency brand and voice as well as how to bring that brand to life with the creation of a communication work plan. Participants dig deeper into message development and will learn how communication and branding fit into an agency's overall strategic plan and tie back to the 6 National Goals of Community Action.

Susan Geier, Communications Director, Community Action Partnership of Strafford County

Location: Rockwell A

Wednesday Continued

3:00 – 4:30 p.m. **Concurrent Workshops (4)**

Making the Connection: Standards, Accountability Measures and ROMA Next Gen

Participants will gain an understanding of how the Organizational Standards, State and Federal Accountability Measures, and ROMA Next Generation work together to enhance Community Action's performance management. Participants will also participate in a discussion about how these federally-funded performance management efforts will affect CAA operations over the next several years.

Denise Harlow CCAP, CEO, Community Action Partnership

Jenae Bjelland, Executive Director, National Association for State Community Services Program

Location: Manchester

Supervision 2

A critical look at assessments and annual reviews includes some tips on how to make your evaluations more objective, your records more clear and your team more effective. We conclude with a look at effective methods to handle Conflict and Counseling for Improvement.

Craig Popkess, Internship Coordinator for Career Training Programs

Location: Bennington

Change, Transition & Chaos; Managing “Constant Change” in Organizations

Continual and fast-paced change is becoming the norm in the modern workplace. HR professionals, especially in the non-profits and health care industries, are often found at the hub of change initiatives due to their knowledge and expertise in people strategies. As many HR professionals know, unmanaged change can be correlated to increases in conflict, turnover, low productivity and inevitably, employee disengagement. As HR and OD professionals, we cannot not only combat these challenges by supporting and guiding leadership through effective organizational change initiatives; we can also use best-practices in change management to engage employees.

In this workshop, participants will utilize practical activities to assess and manage their current changing environment, both organizationally and individually. We will discuss change and transition, especially as it relates to Bridges' framework, and connect best practices from change management to employee engagement strategies. As employee engagement experts, we know that combining the two can make any change initiative extremely powerful. If managed properly, change can be a positive experience for employees and a unifying experience for teams and companies. Using Bob Kelleher's thought leadership; we discuss how individualization, communication, and feedback strategies are critical to every successful organization change.

Tammy Jordan, The Employee Engagement Group

Location: Rockwell B & C

Enterprise Risk Management for Not-for-Profits: How to Eat an Elephant

Enterprise Risk Management—ERM. You've heard about it. You may have implemented the fundamentals in a few areas. Or a board member has brought up the topic. If you're feeling like your organization is behind the wave, there's good news: most are still in the early stages of creating an enterprise-wide risk management plan. According to the Risk Management Society's 2011 Survey, only 17% of companies have fully integrated ERM. For the not-for-profit sector,

Wednesday Continued

it's likely even lower. In this session, we'll cover the basic concepts of ERM and explore practical ways to implement a program at your organization.

Sarah Belliveau, Principal, BerryDunn

Tammy Michaud, Principal, BerryDunn

Location: Rockwell A

4:00 – 6:00 p.m. **Exhibitor Set Up**

Location:

4:30 – 6:00 p.m. **Time on Your Own**

4:45 p.m. **Reception with Denise Harlow, CEO of Community Action Partnerships.** All CEO's, Executive Directors, Deputy Directors and Fiscal Officers are invited to have a chat with Denise. Appetizers and a cash bar will be provided.

Location: Manchester

6:00 – 7:30 p.m. **Dinner**

Location: Colonnade

8:00 – 12:00 p.m. **Entertainment – 66 City Band**
<http://66cityband.wix.com/66cityband>

Location: Rockwell Ballroom

Thursday May 21, 2015

7:00 – 8:30 a.m. **Breakfast Buffet**

Location: Colonnade

7:00 – 8:00 a.m. **Exhibitor Set Up**

Location:

8:00 – 8:30 a.m. **Visit Exhibitors**

Location:

8:45 – 10:00 a.m. **Keynote Address**

Rethinking the War on Poverty in a New Age of Inequality: What Does History Have to Do With Policy?

Professor Orleck's address will challenge the myth of the War on Poverty as a failure and trace the 50-year "war on the War on Poverty" and the ways that it energized and continued to sustain a resurgent conservative political movement in the U.S -- affecting and constraining both the conservative and liberal political and policy imagination. It will also examine the ways that War on Poverty programs energized poor people to political action and community redevelopment across the U.S., founding schools, clinics, community newspapers, food cooperatives, registering poor

Thursday Continued

people to vote, and demanding representation on housing and welfare boards, school boards and running for local, state and even federal office.

Annelise Orleck, Professor of History, Dartmouth College

Location: Rockwell Ballroom

10:15 – 11:45 a.m. **Concurrent Workshops (4)**

Non-Profit Boot Camp

This fast paced and interactive presentation will cover key topics for nonprofit board members and management. The focus will be on real world examples to help you better understand your fiduciary duties and responsibilities, activities that may jeopardize nonprofit status, and best practices in corporate governance. Through examples, simple questions and easy to use tools you will gain skill in reading and using financial statements, and evaluating internal controls.

Angela Zakon, Supervisor, Leone, McDonnell & Roberts, P.A.

Location: Manchester

Preserving Affordable Housing: 7,205 Success Stories

Picture living in a manufactured (mobile) home park. One day, you learn you have 18 months to move or lose your home, which also happens to be your primary asset. You don't have the thousands of dollars it would cost to move your home and can't get a loan. What would you do?

Manufactured housing is the most affordable, and oftentimes the only, form of homeownership available for individuals and families with low and moderate incomes. But homeowners in investor-owned communities face barriers to building equity and lack some important financial benefits. One example: Because they lease the land beneath their homes, they don't qualify for traditional home-equity loans to make renovations or repairs.

This workshop will examine the concept of resident-ownership in manufactured-home communities, how and why the movement is spreading across the country, and the value-added proposition for ROC (resident-owned community) members of building long-term equity in their homes.

Since 1984, the New Hampshire Community Loan Fund's ROC-NH™ program has helped homeowners and landlords convert manufactured-home parks into communities owned and governed by residents. Now a national model, with 7,205 households strong, the Community Loan Fund's strategy protects families against park closure while stabilizing rents and fostering pride and community investment.

Tara Reardon, Director, ROC-NH & Gary Faucher, Senior Organizational Trainer, ROC-NH

Location: Rockwell A

Lessons from Vermiculite Remediation

This workshop builds on the experience gained from the past year of implementing multiple Vermiculite "Hybrid" Remediation Projects coordinated by the Vermont Weatherization Assistance Programs. It will explain the lessons that were learned from these demonstration projects and discuss the partnerships that were developed to enable clients to have potentially toxic Vermiculite insulation in their homes removed or encapsulated and thereby to receive Weatherization services that they otherwise would not have been able to receive.

Lawrence "Chip" Sullivan, Supervising Auditor, SEVCA

Geoff Wilcox, Weatherization Program Administrator, VT OEO

Location: Bennington

Thursday Continued

Fair Housing 101

Understanding the basics of fair housing and how reasonable accommodations/modification affects your clients. As landlords knowing what you can and cannot do will avoid problems down the road AND as tenants knowing what you are entitled to opens up more opportunities to find housing. This will be interactive and a sharing presentation

Ellen T Maxon, JD, MSW, Vermont Human Rights Commission

Location: Rockwell B & C

12:00 – 12:30 p.m. **Luncheon**

Location: Colonnade

12:30 – 1:00 p.m. **Dessert with Exhibitors**

1:00 – 2:30 p.m. **Concurrent Workshops (4)**

Key OMB Super Circular Changes

Attend this session for an overview of the key changes to OMB's administrative, cost principle and audit requirements for federal grantees referred to as the "Super Circular." We will discuss the impact of the new regulations on your organization and identify existing systems, policies and procedures that may need updating. We will focus on the most significant changes, including new rules on indirect costs, documentation of compensation, procurement procedures and more.

R. Allison Ma'luf, Deputy Director & Senior Counsel, Community Action Program Legal Services, Inc. (CAP LAW)

Location: Rockwell B & C

From Stress to Security: Tools for Helping Your Clients Build Financial Capability - Part 1

Workshop 1: Programs and services can improve families' financial lives across multiple dimensions of financial capability, including their skills, attitudes, behavior, and, ultimately, their financial condition. In this workshop, you will learn about and practice using tools to help you identify *who* you are serving (i.e., financial characteristics of your program participants), *why* financial capability matters to them, and *what* financial capability services can help your participants achieve financial security. The tools in this workshop are from the newly-released Planning Guide developed by CFED for the US Dept. of Health & Human Services Administration for Children & Families.

Shira Markoff, Associate Director, Savings & Financial Capability, Corporation for Enterprise Development

Location: Manchester

FHLB Boston 2015 Affordable Housing Program Application Training – Part 1

The Federal Home Loan Bank of Boston is offering this Affordable Housing Program Application training to its Housing Partners interested in Applying for funding. In this session you will learn ways to maximize your success in applying for funding, how to use the Bank's online AHP application and ask

Thursday Continued

staff questions regarding your project and the application process. Two part sessions – must attend both for full benefit.

Kathy Naczas, Senior Community Investment Manager, Federal Home Loan Bank of Boston

Mary Ellen Jutras, Deputy Director of Housing & Community Investment, Federal Home Loan Bank of Boston

Location: Bennington

Understanding Active Shooter/Workplace Violence

This course is a base level course designed for corporations, schools, universities and healthcare facilities and provides for a foundation that is designed to take participants to the next level in Active Shooter/Workplace Violence training, skills and protection. The keys to survival in a sudden and traumatic incident that may require a split second life-or-death decision are a proper mindset based in preparation, managing fear, controlling your heart rate, and understanding exactly not only what happens to you in such a situation, but as importantly, what happens to your adversary. With a high level of understanding comes opportunity. You must understand your capabilities in advance! This course will bring you this critical level of understanding of these types of incidents and fill your toolbox with options and skills that will raise your level of performance through tactics and fear management.

Ultimately the most successful way to stay safe is to avoid the confrontation or incident completely. Recognizing the signs of a potentially dangerous person is one of the most critical tools that you can possess. Assessing a potential threat and reacting appropriately to it is something that must be driven by your organizations policy. This course covers threat assessments, recognizing signs of violence, appropriately dealing with a potential threat, forming threat assessment teams, and more.

Lt. Terry L. Choate, Jr. & Joseph B. Hileman, Blue-U Defense

Location: Manchester

2:45 – 4:15 p.m. **Concurrent Workshops (4)**

Making the Grade: How to Navigate the CSBG Monitoring Review Process

In this session, we will focus on the actions a CAA can take to affect its success in a monitoring before it is even selected by its state CSBG office for a review. We will explore how the CSBG Organizational Standards and other current federal Office of Community Services initiatives will impact the monitoring process. We will explore ways a CAA should think about and respond to a state's monitoring findings, discuss the federal CSBG Act requirements relating to training and technical assistance and quality improvement plans and explore a CAA's options when it believes its state CSBG office has failed to comply with the federal CSBG Act.

R. Allison Ma'luf, Deputy Director & Senior Counsel, Community Action Program Legal Services, Inc. (CAP LAW)

Location: Rockwell B & C

Thursday Continued

From Stress to Security: Tools for Helping Your Clients Build Financial Capability - Part 2

Programs and services can improve families' financial lives across multiple dimensions of financial capability, including their skills, attitudes, behavior, and, ultimately, their financial condition. In this workshop, building on the earlier session, you will learn about and practice using tools to help you assess internal and external resources available for integrating financial capability services into your existing programs. You will also learn about tools that can help you develop a plan for implementing these services through your own in-house capacity, referrals to other organizations, or partnerships with other organizations. As in Workshop 1, the tools in this workshop are from the newly-released Planning Guide developed by CFED for the US Dept. of Health & Human Services Administration for Children & Families.

Shira Markoff, Associate Director, Savings & Financial Capability, Corporation for Enterprise Development

Location: Manchester

FHLB Boston 2015 Affordable Housing Program Application Training – Part 2

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Kathy Naczas, Senior Community Investment Manager, Federal Home Loan Bank of Boston

Mary Ellen Jutras, Senior Community Investment Manager, Federal Home Loan Bank of Boston

Location: Bennington

Home Energy Makeover Game Show

Come test your building science knowledge against your peers at the Home Energy Makeover Game show. It will challenge you with BPI-style questions. Each participant will get a hand-held response device; each answer is scored against the clock. You'll need a keen eye and quick thumb to respond to multiple choice questions like "what's wrong with this picture", or "the best solution to this condition is blank." Contestants can see their own scores, but everyone is anonymous unless you start to brag. Fun and valuable prizes include tools, books, and gear.

Paul Zabriskie, Weatherization Program Director, Capstone Community Action

Cory Boisvert, Capstone Community Action

Location: Rockwell A

4:15 – 6:00 p.m. **Time on Your Own**

6:00 – 8:00 p.m. **Awards Banquet**

Location: Colonnade

8:00 – 12:00 p.m. **Entertainment – Downtown Bob Stannard & the All Star Band**
www.bobstannard.com

Location: Rockwell Ballroom

Friday May 22, 2015

7:00 – 8:30 a.m. **Breakfast Buffet**

Location: Colonnade

8:30 – 10:00 a.m. **Keynote Address**

Former Congressman Barney Frank

Location: Rockwell Ballroom

10:15 a.m. **Conference Wrap-up and Agency Basket Drawings**

Location: Rockwell Ballroom

**Mark Your Calendar:
Sunday River Resort
Newry Maine
May 18 – 20, 2016
And
May 17 – 19, 2017**