

Northern New England Community Action Association (NNECAA)
Tuesday May 16 – Friday May 19, 2017
Sunday River Resort: Grand Summit Hotel, Maine

Tuesday May 16, 2017

11:30 – 5:30 p.m. **Golf Tournament 18 holes – meet at the Club House.**
First Group Tees off at 12:00 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, sponsors and exhibitors.

Location: Grand Ballroom

8:00 – 12:00 **Entertainment – The Camp Lounge**

Wednesday May 17, 2017

7:00 – 8:30 a.m. **Breakfast Buffet**

Location: Camp

8:45 – 9:00 a.m. **Welcome to the Conference**

Greg Schneider, Chair, Conference Committee

Location: Grand Ballroom

9:00 – 10:00 a.m. **Keynote Address – Murray Banks**

Recharge, Reenergize, Refocus - At Our Best So Everyone Around Us Can Be At Their Best

This conference always provides a great mix of information, inspiration and networking, so Murray's keynote will give us a dynamic and fun kickoff. He will give us four skills for being at our best so everyone around us can be at their best - this includes colleagues AND family! You will love his 10/90 Rule, his Lava Lamp Philosophy and especially, his point - "in this work, who you are may be as important as what you know!"

Murray Banks

Location: Grand Ballroom

10:15 – 11:45 a.m. **Concurrent Workshops (4) 1 Hour 30 Minutes**

1. Meet the New DOE Program Manager and Part 1 National Weatherization Assistance Program (WAP) Evaluation

Dave will provide insights into current WAP planning and activities at the federal level and his vision for the future of the program.

Erin will provide an overview of the national evaluation results. The ORNL WAP evaluations collected a great deal of data. This workshop will focus on the following topics:

- Housing and building characteristics and weatherization measures installed in single-family site built, multifamily and mobile homes;
- Energy impact results broken down by fuel and housing type;

- Program implementation survey data on recipient demographics, health-related, energy use behavior, and client satisfaction survey data as well as demographic and career-related survey data from weatherization auditors, crew leaders, crew members;
- Indoor environmental quality data measurements (CO, radon, formaldehyde, humidity and temperature) pre- and post-weatherization; and
- In-field assessments of homes weatherized that appeared to save much more or much less energy than expected from modeling analyses.

Dave Rinebolt, US Department of Energy

Erin Rose, Oak Ridge National Laboratories

Location: Simonds

2. The Trouble With The Future Is, It's Not What It Used To Be - Being A Leader For Change In Your Organization (*Will be Repeated Later Today*)

This breakout will help each of us focus on things we can do to ensure our organization is continually changing to meet the needs of the people we serve. It will be equally, things each of us can do to be more adaptable, flexible and innovative in our own work & lives and, how each of us can be an agent for change within the organization.

Murray Banks

Location: Ketchum & Riley

3. New FASB Reporting Requirements for Non-Profits – Telling Your Story

FASB released ASU 2016-14 this past August as a way for not-for-profit organizations to better tell their stories through the simplification of financial statements and opportunity to provide enhanced disclosures. While the goal of this release is to simplify the process, the steps to simplification seem...not so simple. Sarah and Emily will provide you with tangible steps to implement the new requirements, allowing you to more accurately tell the financial story of your organization.

Sarah Belliveau, BerryDunn

Emily Parker, BerryDunn

Location: Whittier

4. Create Blame-Free and Gossip-Free Work Environments

Both of these efforts are easy to understand and hard to do. But once accomplished, the workplace is safe and productivity and motivation increase. It doesn't matter who is to blame. What matters is that what's not working gets fixed. When the environment is not punitive, people are much more willing to own up to mistakes and take responsibility when something goes wrong. Gossip-free means that people talk to each other rather than about each other. At the outset, both these concepts seem impossible to implement. "It's not natural," you might say. But, it is worth a try. Consider the benefits of a work environment where fear, worry, resentment, and suspicion are absent. A place where the work flows because the avenues previously cluttered with destructive chatter have been cleared.

Gerri King, Human Dynamics Associates, Inc.

Location: River Room

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

Location: Grand Ballroom

1:15 – 4:00 p.m. **Concurrent Workshops (4)** – extended workshops – 2 Hours 45 Minutes

1. Part 2 – National Weatherization Assistance Program Evaluation

Erin will continue the presentation and discussion guided by relevant energy impact and program study slides.

- Energy impact and program characterization slides relevant to the NNE CAP Conference audience.
- A moderated discussion on what evaluation results can be applied to your work and how best to proceed with integrating the results into your service delivery.
- Discussion on sustainable or green energy initiatives compatible with WAP. Results from the Sustainable Energy Resources for Consumers grant will be presented during this part of the workshop.
- Wrap up and next steps shared by the audience in light of the remarks made by the DOE program director and ORNL WAP Evaluation results.

Dave Rinebolt, US Department of Energy

Erin Rose, Oak Ridge National Laboratories

Location: Simonds

2. Safety is Key: Avoid, Deny and Defend

During this session participants will learn the possible signs and symptoms of a drug/narcotic user and will gain the general tools to help identify someone who maybe under the influence.

Participants will also learn the Avoid Deny Defend concepts taken from the Citizen Response to an Active Shooter in case of an incident to keep themselves safe.

Officer Nathan Linstad, Manchester Police Department

Location: River Room

3. The Trouble With The Future Is, It's Not What It Used To Be - Being A Leader For Change In Your Organization (Repeat Session)

This breakout will help each of us focus on things we can do to ensure our organization is continually changing to meet the needs of the people we serve. It will be equally, things each of us can do to be more adaptable, flexible and innovative in our own work & lives and, how each of us can be an agent for change within the organization.

Murray Banks

Location: Ketchum & Riley

4. Helping Clients Tell Stories That Are Important, Authentic, and Find an Audience

In the digital era, audiences are easier to reach than ever before. But they are also bombarded with material—on blogs, cable TV, podcasts, YouTube, social media, etc.

How can your clients tell stories that people will pay attention to? What are the fundamentals of every good story? How can you help them tell or write that story? What can you do to help that story find a home? These questions and more will be explored in this interactive workshop
Greg Kaufmann, Center for American Progress (TalkPoverty.org)

Location: Whittier

2:00 – 4:00 p.m. **Exhibitor Set Up**

Location: Summit Exhibit Causeway

4:30 p.m. **Shuttle Bus Service – Grand Summit & Jordan Hotel**

Continuous shuttle service will begin at 4:30 p.m. Shuttle service will continue throughout the evening until everyone has been returned to the hotel.

5:30 p.m. **Evening Reception & Entertainment – North Peak & South Ridge Base Lodge**

Join us for another fun filled evening at the South Ridge Base Lodge! Mingle with your friends while enjoying an outdoor barbeque at the base lodge or let the Chondola sweep you up the mountain to take in the gorgeous view while sipping on your favorite beverage. Available again this year are the Twin Zip Lines. Be sure to wear comfortable clothing and be ready for some fun. For your dancing pleasure, the band will begin at 8 pm in the Foggy Goggle.

**Note Weatherization Participants: there will be a meet and greet at the base lodge with Dave Rinebolt & Erin Rose

Thursday May 18, 2017

7:00 – 8:30 a.m. **Breakfast Buffet**

Location: Camp

7:00 – 8:00 a.m. **Exhibitor Set Up**

Location: Summit Exhibit Causeway

8:00 – 8:30 a.m. **Visit Exhibitors**

Location: Summit Exhibit Causeway

8:30 – 10:00 a.m. **Concurrent Workshops (5) 1 Hour 30 Minutes**

1. Home Visitor Safety Training

The objectives of this training are to learn skills that will heighten your awareness of your surroundings and potential dangers in and around the home. These skills can assist you and members of your agency in an emergency. You will also learn tips that can most importantly PREVENT you from being in a potentially dangerous situation.

Officer Nathan Linstad, Manchester Police Department

Location: Ballroom 3

2. Leading a Multi-Generational Workforce

In today's transitional workforce, odds are that your employees range from "millennials" to "baby boomers". These terms are commonly used to define specific age groups, but many managers are unsure of who really makes up these generational buckets – and what makes them tick. This session will begin by outlining the current generational breakdown in the workplace, and discuss common generalizations associated with each group. Specific motivations of each demographic will be discussed, as well as techniques for recognizing and leveraging the strengths of workers of all generations. This session will also provide practical advice for managers dealing with inter-generational challenges, and is ideal for anyone in a managerial role.

Tess George, Speakwell Training

Location: Ketchum & Riley

3. Cracking Credit's Code

Is a comprehensive look at credit report and scores and the impact it has on everyone's lives. Techniques and strategies will be shared on how to navigate the credit the world to make the most of your greatest asset; credit.

Samantha Canton, AHEAD – Affordable Education & Development

Location: Ballroom 2

4. CSBG 101: Frankly My Dear, Why Should Frontline Staff Give a Damn?

This session will discuss the distinctive identity and history of Community Action and the Community Services Block Grant (CSBG), how that unique grant has helped to shape who we are and what we have accomplished, and how it continues to play that role. Many staff may be familiar with their own agency's history, but are not aware of how CSBG connects their local CAA to the broader Community Action Network. Topics covered will include the origins of Community Action in the War on Poverty, the values and mission of the Community Action Network, the distinct features of CAAs made possible and/or necessary by CSBG, and how CSBG has, in the past and now once again, enabled us to overcome the barrage of obstacles thrown in our way and continue to battle poverty for over 50 years.

Tiffney Marley, Community Action Partnership

Location: Simonds

5. Bed Bugs: Biology, Behavior, and Movement

New studies on how these resilient bugs survive and move throughout multi-family apartment buildings and techniques to catching early infestations and limiting their movement. Bed bugs have made a resurgence in the United States over the past decade and have made headlines for infesting everything from residential single family homes, multi-family apartment buildings, to commercial buildings, hotels, schools, etc. Recently, multi-family apartment buildings have been a major focus of many new studies that try to understand bed bug infestations, habits, and movement. A combination of many factors effecting bed bug movement, including population density, apartment proximity, tenant habits, etc., make these buildings some of the most difficult to identify, prevent, and control bed bug infestations. This session will discuss bed bug biology, characteristics and habits, and dispelling the many myths and beliefs about this resilient bug that people read online.

It will also focus on new research on bed bugs in multi-family buildings, movement within these buildings, preventative techniques and protocols, and first-hand experience controlling widespread infestations.

Parker Adams, Pine State Pest Solutions, Inc.

Location: Whittier

10:15 – 11:45 a.m. **Concurrent Workshops (4)** 1 Hour 30 Minutes

1. Building Credibility as a Young Manager

The influx of millennial's to the workforce has resulted in new dynamics, with many younger employees tasked with managing multiple generations. This session will outline key strategies for young staff to succeed in managerial roles, including: communication skills; valuing and utilizing staff strengths; focusing on results; managing stress; and seeking respect (not approval). It will also provide strategies for new managers tasked with managing older employees, and how to deal with age assumptions gracefully. This session is ideal for young managers, and senior managers interested in supporting their younger staff.

Tess George, Speakwell Training

Location: Ketchum & Riley

2. Language Matters – Stigma & Language What Are We Up Against

Language is powerful – especially when talking about addictions. Stigmatizing language perpetuates negative perceptions. “Person first” language focuses on the person, not the disorder. When discussing addictions, learn to “say this” “not that”. In this workshop you will also learn about Peer-to-Peer Recovery; the role of Frontline Trained Recovery Coaches; and about Addiction Recovery.

Cheryle Pacapelli, Harbor Homes

Location: River Room

3. Maximizing Success: CAA Personnel Policies and Practices

This workshop will address and suggest solutions to an array of legal issues CAAs face relating to personnel policies and practices, many of which arise as a result of new standards and regulations. Topics will include the current status of the FLSA overtime rule, human resources directives in the CSBG Organizational Standards, travel time policies under the FLSA, lobbying/political activity policies, and the role of the CAA board in overseeing personnel policies and employee grievances.

Veronica Zhang, CAPLAW

Location: Whittier

4. ROMA–Next Generation: Boldly Going Where No ROMA Has Gone Before

This session will highlight the opportunities and implications of the new “ROMA – Next Generation” framework for local Community Action Agencies and the national Community Action Network. It will explain: the differences between the previous system and new Annual Report, the changes in reporting requirements, the implications for data collection and outcome measurement, and how it will help us present our successes and tell our stories so that our supporters and skeptics alike will understand how indispensable our programs and initiatives are. It will also use a facilitated

discussion format for participants to identify technical assistance needs that can be addressed by the Community Action Partnership and National Association for State Community Services Programs in order to ensure that all CAAs make the transition successfully.

Tiffney Marley, Community Action Partnership

Location: Simonds

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

Location: Grand Ballroom & Exhibit Causeway

Keynote Address

1:15 – 2:15 p.m. **“The View from Washington, by David Bradley”**

David Bradley will provide an insider’s perspective of the political climate in Washington that is gleaned directly from political and party leaders as well as his analysis of pending legislation and what’s in store for community action in 2017.

David Bradley, National Community Action Foundation (NCAF)

Location: Grand Ballroom

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

1. Working with Volunteers: Legal Issues and Best Practices

Volunteers provide valuable services to CAAs, but can also present a range of thorny legal questions such as: when and how to do criminal background checks on volunteers; whether wage and hour laws cover volunteers; and how to treat volunteer time under Uniform Guidance rules. Develop a better understanding of these and other legal issues related to volunteers and learn how CAAs can protect themselves and their volunteers from liability.

Veronica Zhang, CAPLAW

Location: Whittier

2. Cyber

Discussion on privacy/network security exposures, loss scenarios and a review of what a comprehensive Cyber insurance policy should look like.

Scott Umstot, RT ProExec & Talitha Franggos, Cross Insurance

Location: Simonds

3. Am I Saving Enough for Retirement?

This course will cover the basics concepts needed to understand and plan for your retirement. We will answer such questions as....How much do I need to save? What is an IRA, 401(k), 403(b) and how can it help me save? How do I make sense of all the different investment options? How does Social Security fit in? How do I create a stream of income in retirement?

Michael Maguire, Mutual of America

Location: Ketchum & Riley

Thursday May 18

2:30 – 4:00 p.m.

4. I Can't Unsee What I Have Seen...Vicarious Trauma, Now What!?!

This workshop will walk the participants through signs and symptoms of vicarious trauma. What to expect once you have seen the unthinkable, both physiologically and psychologically. Discussions will focus on self-care, trauma triggers and how to manage those memories.

Dianne Nelder, Community Concepts, Inc.

Location: River Room

4:00 – 6:00 p.m. **Time on Your Own**

4:30 – 6:00 p.m. **Leadership Reception** - An informal gathering of Chief Executive Officers and Executive Directors. The reception is an opportunity for you to network, share experiences and catch up with old friends, as well as get to know the several individuals who are new to their leadership positions.

Location: Moonstruck Cafe

6:00 – 8:00 p.m. **Awards Banquet** – Recipients from the Three States

Location: Grand Ballroom

8:00 – 12:00 p.m. **Entertainment – Camp Lounge**

Friday May 19, 2017

7:00 – 8:30 a.m. **Breakfast Buffet**

Location: Grand Ballroom

8:30 – 9:30 a.m. **Keynote Address** – Ryan Esbjerg

Find Your Reason

This is a discussion...not a lecture. We will talk about:

- Why you should stay away from camels
- 5 words that will change your life
- Why these numbers are important (212/86,400/100/7.5 Billion)
- And so much more

Ryan Esbjerg & Lindsay Baldwin, Flex Your Face

Location: Grand Ballroom

9:45 a.m. **Conference Wrap-up and Agency Basket Drawings**

Location: Grand Ballroom