

**TENTATIVE SCHEDULE
SUBJECT TO CHANGE**

**Tuesday, July 23
1:30 pm to 2:45 pm**

Organizational Standards for Boards

Francie Mathes CCAP, MN DHS OEO

The CSBG Act states that boards must fully participate in the development, planning, implementation, and evaluation of programs supported by CSBG. The CSBG Organizational Standards, are an element of Community Action accountability that enhance Board oversight and management as they carry out their responsibilities. Board minutes and assuring compliance with the Organizational Standards provide opportunities for Boards to demonstrate fulfillment of their responsibilities. A board calendar of required actions will be discussed and available. The 58 Standards address three broad categories: Maximum Feasible Participation, Vision and Direction and Operations and Accountability.

Culturally Responsive and Assertive Communication: An Alternative to Minnesota Nice

Renita Robinson, Teach Em to Fish, LLC

Participants in this session will leave with tools for culturally responsive and assertive communication. The facilitator will create a safe space for transparent sharing, during this session they will engage in transformational exercises, and have an opportunity to own the power in their individual voices. Crafted organically from those in the room, participants will see a dynamic picture of how they can craft responses to leaders, co-workers and people that leave them confident they said what they were thinking and feeling without being rude or confrontational.

Audits, Pre-Audits, and Deferrals: Exercising Cautious Optimism

Robert Parkhurst, Slipstream Group

A solid understanding of Minnesota's deferral policy is needed to know when to weatherize and when existing conditions mean weatherization is not possible at this time. Topics covered will include vermiculite and asbestos, mold and moisture, crawlspaces and foundations, roofs, and challenging clients.

FACSPRO: What's Next

Tim Fagan, DBA Technologies

FACSPRO's lead developer will be on hand to describe upcoming changes to FACSPRO including how the WAPLINK Mobile Application will connect with the FACSPRO software.

Building an Effective Base Compensation Plan Part 1

Lisa Corbeille, WIPFLI, LLC

An effective base compensation plan is a key management tool used to attract and retain talent in a competitive market. In this session, we will present processes used to determine the internal and external value of positions, show the steps in the development of a base compensation structure, illustrate the effectiveness of employee impact analysis tools and stress the necessity of aligning all procedures with your compensation philosophy.

Updates from Washington: NHSA Federal Update

Tommy Sheridan, National Head Start Association

With Democrats fighting over who can challenge President Trump in 2020, the Trump administration continuing to remain laser-focus on immigration at the southern border and the government slowly careening towards yet another shutdown, what does this mean for Head Start? This session will tackle those topics and more as we explore the latest updates from Washington DC, with a special focus on FY 20 funding, and what it all means for Head Start.

Mobile Home Belly Insulation Installation and Repair

Bob Pfeiffer, Slipstream Group

Weatherizing mobile homes requires specialized skills, especially in cold climates. Topics covered will include HUD-listed repair materials, belly paper and insulation installation techniques, and how to add R-value without compromising plumbing in a cold climate.

Using Data to Help Tell Your Story

Paige Teegarden, empowOR CSST

You've invested time, energy and money into collecting information about who you serve, what you do and what the outcomes are. Now, start putting that information to use. In this session we will review different uses of data, examples of visualizations of your data, and a short process for helping you develop your own Key Mission Metrics. In the second half of this session, we'll work "hands on" a designing a dashboard and receiving feedback from your peers.

Understanding White Supremacy in the Workplace

Peter Eichten, Metropolitan State University

Most often when we hear the phrase White Supremacy we think of KKK members or Neo-nazis, but White Supremacy is much more than that. As Ta-Nehisi writes in *We Were in Power for Eight Years: An American Tragedy*, "...white supremacy is not merely the work of hotheaded demagogues, or a matter of false consciousness, but a force so fundamental to America that it is difficult to imagine the country without it." (Ta-Nehisi Coates p. 202)

Microsoft Word: Intermediate

Linda Muchow, Alexandria Technical & Community College

Learn how to effectively use bullets and numbering to avoid automatic formatting and learn how to copy formats. Come and learn the tips and tricks for working with numbers and bullets, inserting page numbers, and creating different headers and footers!

MN2030: Looking Forward

Mike Saindon, Minnesota Department of Human Services

Reena Shetty, Minnesota Board on Aging

On behalf of the Minnesota Board on Aging (MBA), in partnership with the Minnesota Department of Human Services (DHS) we are requesting your input to inform how older Minnesotans age well, live well. The year 2030 was marked as an important milestone because that is the year baby boomers start to turn 85 years old. We want to make it possible for people to age in their community for as long as possible. And, with that cornerstone in mind, we are planning our multi-year commitment to prepare for a permanently older state. Please join us for a MN2030 Looking Forward community conversation to build on a strong foundation of Long Term Services and Supports in Minnesota and share ideas to improve quality and access to services and fully prepare our communities for 2030. In 2017 and early 2018 we engaged with community members throughout the state to learn what services and supports people in the state of Minnesota need to grow up and grow old. Now we want to listen and learn from the people that offer critical services and support for older Minnesotans.

**Tuesday, July 23
3:15 pm to 4:30 pm**

Board Members as Advocates & Community Ambassadors

Denise Harlow CCAP, Community Action Partnership

Board members have a wide range of roles and responsibilities with their role as advocate and community ambassador being critical. This session will address the importance of advocacy and provide tools to assist board members in their role as ambassador.... (or make changes to make it sound more exciting).

Collaboration: Homeless Service Programs & the Dept of Corrections

Kate Erickson, Minnesota Department of Corrections

Katelyn Warburton, Minnesota Department of Human Services

Marcel Urman, Minnesota Department of Human Services

Agencies providing supportive services to individuals experiencing homelessness, encounter the following questions: What do different levels of offense mean? How can agency staff use their understanding of these levels to better advocate for an individual's employment and/or housing opportunities? This presentation will target these and other questions.

FACSPRO What's Next

Tim Fagan, DBA Technologies

FACSPRO's lead developer will be on hand to describe upcoming changes to FACSPRO including how the WAPLINK Mobile Application will connect with the FACSPRO software.

Building an Effective Base Compensation Plan Part 2

Lisa Corbeille, WIPFLI, LLC

An effective base compensation plan is a key management tool used to attract and retain talent in a competitive market. In this session, we will present processes used to determine the internal and external value of positions, show the steps in the development of a base compensation structure, illustrate the effectiveness of employee impact analysis tools and stress the necessity of aligning all procedures with your compensation philosophy.

The Future of Head Start: A Conversation

Tommy Sheridan, National Head Start Association

The Head Start Act is currently 7 years overdue for a reauthorization and even though the opportunity for changes don't appear to be on the horizon, we must be ready for what changes need to be made and what should stay the same. Led by National Head Start Association's Tommy Sheridan, this conversation session will be your chance to share and discuss the challenges facing Head Start today and what the future should look like so that all at-risk children and families have what they need to succeed.

Leveraging in WX: Serving More Clients Better

Kellye Rose, Minnesota Department of Commerce

Zach Hallett, Northwest Community Action, Inc.

Jeff Gladis CCAP, United Community Action Partnership

Tonya Taylor, Minnesota Housing Rehabilitation Loan Program

Weatherization has a lot to offer and a lot to gain from partnering with other programs and organizations. Come learn more about current leveraging initiatives and what might be coming down the road in Minnesota weatherization.

Using your Data to Make Better Decisions

Nicole Martin Rogers, Wilder Research

Emma Connell, Wilder Research

This session will help attendees to learn more about data literacy and data-based decision-making practices that can help your organization to make better decisions to improve programs and services, increase your reach and impact, and communicate to your stakeholders.

EMPOWERing Women in the Trades

Tracy Chase, Arrowhead Economic Opportunity Agency

Terri Ferris, Arrowhead Economic Opportunity Agency

EMPOWER is a collaboration between AEOA's Adult Education Program and the Hibbing Community College. It is funded, in part, by the Minnesota Women's Foundation. Come and learn more about a program developed to help women successfully complete non-traditional college programs and become employed in non-traditional careers.

Money Smart for Adults: Free Comprehensive Resources for Teaching Financial Education

Melissa Holman, FDIC

The FDIC's newly updated Money Smart for Adults instructor-led curriculum provides participants with practical knowledge, skills-building opportunities, and resources they can use to manage their finances with confidence. Instructors can use it to deliver unbiased, relevant, and accurate financial education whether they are new to training or an experienced trainer. The curriculum consists of fourteen modules that cover basic financial topics. Each module guides you on what to say and do.

Microsoft Word: Advanced

Linda Muchow, Alexandria Technical & Community College

We will discuss how to quickly create longer documents, format them, and insert a Table of Contents and learn how to work with fields and perform a mail merge using Excel as a data source.

Supporting Older Minnesotans and Their Caregivers to Live Well, Age Well

Karen Britton, Senior LinkAge Line

Part A: Connecting you with the information and services you need. Come to this session to learn about Senior Linkage Line and how we work together with Disability Hub MN, Minnesota LinkVet and DHS Member and Provider Services to find services and solutions for Older Minnesotans. You'll learn how each call center can support you in finding the information you need, get referrals for services and supports, assist in navigating the systems that help people live their best life and services can be listed in Minnesota Help Info. Come to learn more about the Senior Linkage Line, your link to a local aging expert.

Clancy Ferris, MN DHS and MN Board on Aging

Lauren R. Bangarter Ph.D., Mayo Clinic College of Medicine and Science

Part B: The Senior LinkAge Line and The National Family Caregiver Support Program, a program of the Older Americans Act, work hand in hand to support those caregiving in Minnesota. The Senior LinkAge line is often the first point of contact for caregivers searching for services. Through extensive collaboration between the Minnesota Department of Human Services, the Senior LinkAge Line and the Minnesota Board on Aging we are able to seamlessly transport caregivers through various intensity levels of services.

BPI 1200: Combustion and CAZ Testing

Robert Parkhurst, Slipstream Group

Minnesota weatherization will move to the BPI 1200 standard as of July 1, 2019. This session will help ensure technical staff and installers understand how changes to this BPI standard affect combustion safety and CAZ testing protocols.

Wednesday, July 24

8:30 am to 9:45 am

ROMA Next Generations for Boards

Francie Mathes CCAP, MN DHS OEO

Results Oriented Management and Accountability (ROMA) is the federally mandated system of management and reporting that Community Action Agencies use to plan, implement and report on services provided in their community. Boards of directors, should be familiar with ROMA and what it requires. In accordance with regulation Boards must be trained annually in ROMA and have it integrated into the operations of the agency. This training will provide an overview of ROMA Next Generation components and the cross-over with the organizational standards and what you should know in your role as a board member.

Census 2020: Working Together to Complete Count

Sarah Priest, US Census Bureau

Prepping for the 2020 Census is an important process. Working together is critical to make sure we get a complete and accurate count. The decennial Census is a Constitutionally required head count of all who reside in the country every ten years. The results determine the number of Congressional seats each state gets to represent their interests in Washington and are the basis for distributing over \$675 billion of annual federal spending. Census partnership with the Community Action network is essential to build the necessary awareness and trust among individuals and families with low-incomes to increase the positive response to completing the Census. Hearing Census messages shared from the trusted voices of known and respected CAP staff is essential. You'll learn more about the Census timeline, operations, how to promote the Census as safe, easy, and now more convenient than ever to complete – and especially how the Census is Hiring!

Best Practices and Innovations in Building Diagnostic Equipment

Cory Chovanec, Slipstream Group

Infrared cameras, infrared phone cameras, borescopes, electronic tape measures, building drawing software, and tablets are changing the way we work. Come discover how these innovations can allow us to work better and smarter in weatherization.

A Community-Wide Company Wellness Campaign #BeeActive

Cathy Pazzelli, Arrowhead Economic Opportunity Agency

Beth Peterson CCAP, Arrowhead Economic Opportunity Agency

Core to every community action agency's mission is the improvement of the broader community. AEOA is a partner in numerous community health networks including our County Health Department, our local clinics and hospitals, service co-ops and others. Through learning from other agencies, leveraging resources from the collaborations, and engaging employees in the design, we were able to bring those efforts inside the agency for a campaign to improve employee wellbeing. Learn all about #BeeActive and see what the buzz is about.

Understanding Substance Use Disorder: How Minnesota's Treatment System Works and Demystifying NARCAN Administration

Jeffrey Hungsberger, Minnesota Department of Human Services

Mary McCarthy, Rural AIDS Action Network (RAAN)

The impact of the opioid crisis and substance use disorders (SUD) has been widely publicized. How much do you or your team know about how opioid misuse is being addressed in Minnesota? Join us for a basic understanding of the key issues that impact Minnesota communities and how you can help families experiencing SUDs. Learn more about interventions like NARCAN that are saving lives and how to train your staff on what to do for a person who is overdosing.

Managing Cybersecurity Risk for Nonprofits

Jeff Olejnik, WIPFLI LLC

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. We will also provide a roadmap you can use within your organization to reduce your risk of cybersecurity attacks. Come prepared to share experiences and learn from others.

Policy and Technical Impacts on the Future of WAP

Ben Passer, Fresh Energy

Joe Pereira, Citizens Utility Board

Lissa Pawlisch, Clean Energy Resource Tea

Since its inception, weatherization has been changing and growing, both pioneering and responding to developments in the energy industry. Come learn how solar and other policy and technology developments may expand the work that weatherization does both now and in the future.

Jumpstart Your Diversity Equity Inclusion Work

Chandler Esslinger, Mahube-OTWA CAP

Victoria McWane-Creek, Mahube-OTWA CAP

Mona Eger, Mahube-OTWA CAP

Do you have room to improve on your DEI work? This session will offer insights and inspiration to get you going. Participants will gain helpful tools and resources that they can use at each level of their organization, including the Board of Directors, staff teams, clients, and partner organizations, to jump start an intentional Diversity, Equity & Inclusion journey.

Grant Funding 101

Karl Eck, WIPFLI LLC

Are you and/or your agency looking for ways to improve the process of managing multiple grants within your organization? Join this session to learn about grant management best practices, including an overview of the grant management cycle and process, grant reporting, and grant closeout. This is a great session for fiscal and program staff who are new to their roles, as well as seasoned leaders looking for ways to fine-tune their processes. This session will be complimented by a "Grant Funding 101 - Roundtable Discussion", where there will be an opportunity to ask questions to a panel and share best practices across agencies.

Microsoft Excel: Intermediate

Linda Muchow, Alexandria Technical & Community College

This next level Excel course will cover list management features including creating Tables, filtering and sorting information, and PivotTables.

Beyond the Brochure: CA for Food Systems Change

Sarah Aughenbaugh, Minnesota Department of Human Services, OEO

Courtney Roessler, Minnesota Department of Human Services, OEO

Community Action Agencies can play an essential role connecting people to public programs and benefits. Participants will join this World Café session, rotating among a variety of table topic discussions. Topics will

feature in on-the-ground experts who are actively engaged in food systems policy change, relationship building, innovative technologies, and food and nutrition interventions improve Minnesotans' health and well-being. The session will utilize a planning tool that participants can customize to identify future action steps and opportunities.

Mobile Home Belly Insulation Installation and Repair

Bob Pfeiffer, Slipstream Group

Weatherizing mobile homes requires specialized skills, especially in cold climates. Topics covered will include HUD-listed repair materials, belly paper and insulation installation techniques, and how to add R-value without compromising plumbing in a cold climate.

**Wednesday, July 24
10:15 am to 11:30 am**

The Changing Role of Board Oversight

Francie Mathes CCAP, MN DHS OEO

This workshop will contrast how the role of the Board changes when the agency is high performing and when it becomes at risk or even becomes in crisis. We will explore the early warning signs and how the Board should pivot to becoming more alert to seeing patterns and connecting the dots regarding agency capacity. Topics to discuss include the enhanced roles of the Board Chair and Executive Committee, oversight of the Executive Director, Board and staff relations, whistle blowers and other areas for the Board to be aware and accountable. The workshop will include both presentation and discussion.

CCAP: What's it All About

Isaac Meyers CCAP, Kootasca

Colleen Murray CCAP, Community Action Partnership of Lakes and Prairies

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 2019-20 Study Group starting in the fall.

Client Education Best Practices

Suzanne Harmelink, Slipstream Group

Client education is a chance to make a lasting impact on how clients live in their home, but it can easily be reduced to going through the motions. Come learn how can Minnesota's new client education materials be leveraged to improve the effectiveness of this important aspect of our work?

Natural Talent Matching for New Hires

Dr. Michael Monroe Kiefer

Often times a person is hired that does not match the job. This creates tension with the manager and team. This session introduces participants to a 109 question proprietary survey allowing discovery of natural talents. Participants will gain insights to their talents and be given information on talent matching for new hires.

Understanding Substance Use Disorder: How Minnesota's Treatment System Works and Demystifying NARCAN Administration

Jeffrey Hungsberger, Minnesota Department of Human Services

Mary McCarthy, Rural AIDS Action Network (RAAN)

The impact of the opioid crisis and substance use disorders (SUD) has been widely publicized. How much do you or your team know about how opioid misuse is being addressed in Minnesota? Join us for a basic understanding of the key issues that impact Minnesota communities and how you can help families experiencing SUDs. Learn more about interventions like NARCAN that are saving lives and how to train your staff on what to do for a person who is overdosing.

Serving Low-Income Rentals through Multifamily Weatherization

Ben Passer, Fresh Energy

Katherine Teiken, Minnesota Housing

Ashly McFarlane, Center for Energy and the Environment

Ben Tucker, Minnesota Department of Commerce

Multifamily weatherization requires a customized approach to every aspect of weatherization, from client eligibility; to energy modelling; to working with contractors, building owners and utilities. This session will cover practical tools and approaches to make your multifamily project a success.

HIPAA and Technology

Joel Barker, Brave North Technology

It's often difficult to understand what HIPAA/HITECH compliancy means, much less, how to wade through the many technology options available in order to decide which tools will help your organization be compliant. HIPAA/HITECH compliancy is a serious issue for many nonprofits. Small and large organizations must follow the law. At the same time you still need an IT infrastructure that provides ease for your business operations. This is a huge topic, this session will touch on ideas for how to approach this at your agency. We will also discuss specific policy recommendations and IT criteria.

Employment and Training Resources for Participants

Ashley Snyder, MN DHS

Lynn Dahl, DEED

Stacy Pederson, Tri-County Action Program

Theresa C. Flink, Tri-County Action Program

SNAP Employment and Training (E&T) as a resource for SNAP recipients. This workshop will include program updates including details on the transition to a voluntary state our interactive Provider Map, program overview for potential providers, and information from staff at Tri-County Action Program, Inc., a current SNAP E&T provider.

Grant Funding 101 Roundtable

Karl Eck, WIPFLI LLC

Andy Grewell, MN DHS-OEO

Chuck Roamer, Semcac

Jana Dietering, Minnesota Department of Commerce

Dean Dalzell, Community Action Partnership of Ramsey and Washington Counties

This session is a compliment to the Grant Funding 101 session. Bring your questions and join this roundtable discussion about the grant management cycle, best practices, and how to apply practices in your organization. The panel will include the presenter from the Grant Funding 101 session, funding source experts from the State of Minnesota, and fiscal staff from MN CAP agencies.

Microsoft Excel : Tips and Tricks

Linda Muchow, Alexandria Technical & Community College

Learn how to quickly navigate in excel worksheets and tabs, create a chart with one keystroke, link charts to Word and PowerPoint files and use a feature called FlashFill that automatically fills your data when it senses a pattern. We will also talk about using an Excel feature called QuickAnalysis to create charts, tables, and totals automatically.

All Together: 2Gen Programming for Housing Providers

Kelly Looby, MN DHS

You don't have to create a new program to have successful 2Gen programming taking place within your agency! During this workshop we'll spend time identifying ways existing programs and activities can be tweaked to meet your 2Gen programming needs. If you are interested in discovering ways to develop and implement brand new 2Gen activities for your housing program, there will be opportunities for that too!

Weatherization Installation Best Practices: From Pipe-Wrap to Building Wrap

Cory Chovanec, Slipstream Group

This session will review a number of measure installation techniques including pipe wrap, spray foam, foil faced foam board, and duct sealing.

Wednesday, July 24

2:00 pm to 3:15 pm

Board Roles & Responsibilities

Denise Harlow CCAP, Community Action Partnership

CAA board members have an important role to play in the health and vibrancy of local agencies. This session will address board roles and responsibilities while recognizing that board members serve in a volunteer capacity. How can a board meet its obligations in this dynamic environment? This session will provide takeaways that can be put into practice to help boards fulfill their fiduciary duty. (or something like that.)

Legislative Advocacy Made Fun and Easy

Liz Kuoppala CCAP, Mahube-OTWA Community Action Partnership

This session is appropriate for direct service staff, program managers, executive directors and anyone interested in using the state legislative process for helping people and changing lives. Participants will gain knowledge about building successful campaigns, how to know what action alerts are important, building relationships with legislators, and doing it all in ways that keep auditors happy.

Construction Estimation and Weatherization: Better Audits Better Results

Robert Parkhurst, Slipstream Group

Quality weatherization work starts with quality energy audits and work orders. Come learn how auditors can use construction estimation best practices to create more accurate energy models and work orders resulting in fewer change orders and higher quality weatherization work.

Team Building with Different Personalities Part 1

Dr. Michael Monroe Kiefer, Powermind Training

This is a fun double session studded with humorous illustrations! Participants will be introduced to the four personality types along with detailed information on characteristic traits of each style for team building. Proper communication, interaction, talent matching, strengths will be covered. Participants will take a short proprietary personality survey during the session. Learn about yourself, others, reduce your stress and improve your team!

Office of Head Start Updates Part 1

Heather Wanderski, Office of Head Start

This session will provide directors and managers with Regional and National Updates from the Office of Head Start. Topics will include grant and funding issues, monitoring, full enrollment and more. It will also cover the grant application process, specifically focused on program goals and the fiscal components of the grant application. Questions and answers will provide responses to hot topics from participants.

Leading Workplace Change

Tom Laforce, LaForce Teamwork Services

Change often creates fear and a sense of loss in the people who are asked to change. It's no wonder many people resist change. Skilled change leaders anticipate those emotions and proactively plan to address them. In this session learn what and how to communicate about a proposed change. Also learn how to deal with people who appear ready to dig in and fight. Come ready with a change you want to implement and leave with specific ideas you can use to move your change forward.

Creating and Conducting an Effective RFP for Technology Resources

Joel Barker, Brave North Technology

Finding a trusted technology partner can be a challenging proposition. Whether you are seeking to hire an outside firm to do application development, technology services, finding a new SaaS tool, or a vendor to build out a new conference room space, it is difficult to break through the sales process and identify your trust needs and a strong fit. In this session we will review options for creating a strong RFP process and ideas for how to best conduct the proposal review to reach the strategic and budget goals that best serve your organization.

Making your Organization an LGBTQ Inclusive and Affirming Environment

Andrea Simonett, MN DHS

Annie Wells, St. Stephens Human Services

Looking for concrete suggestions on how to make your organization and services affirming and inclusive for people who identify as lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ)? Then this is the workshop for you! After setting the stage with some LGBTQ+ basics, this session takes it up a notch by providing attendees with the concrete and tangible tools (you can take with you!) to make striving towards inclusivity a reality in your organization.

Ethical Challenges in Today's Society & Creating an Environment of Fraud Awareness and Prevention

Michael Schulstad, Clifton Larson Allen

You will learn that High Ethics and Integrity is possible in today's organizations and how to confront the ethical challenges you face every day. Also we will discuss fraud awareness and how to develop an environment conducive to the prevention of fraud.

Effective PowerPoint

Linda Muchow, Alexandria Technical & Community College

During this presentation you will learn how to use a master slide to update the look of your entire presentation. Then, discover how to effectively animate the text and objects on your slide. Lastly, we will discover features to use when you are presenting so you can effectively move through your presentation.

Live Well at Home: Assessment, Screening & Home Modification Project

Marilyn Ocepek, Arrowhead Economic Opportunity Agency

Terri Lynn Johnson, Arrowhead Economic Opportunity Agency

A service model that includes home-delivered meal reassessment, home safety checklist screening, an action plan to reduce risk, providing community supports to fit the senior's needs. The model expands the scope of the reassessment process. The project measures overall well-being and identify supports and services that allow senior to remain in their own homes for as long as they wish before moving to advanced care. A home repair component

was added to help seniors address physical issues to their homes that could limit their ability to age in place. The project engaged partnerships with several municipalities to provide financial support to ensure low income seniors of their communities can remain in their homes as they age.

Air Sealing Techniques, Attic Bypasses and Rim Joists

Bob Pfeiffer, Slipstream Group

Attic air barriers and rim joists are two of the most commonly compromised building components. This session will review attic bypass sealing and rim joist air sealing and insulation installation techniques and materials.

Wednesday, July 24

3:30 pm to 4:45 pm

Minnesota Housing Programs and Resources

Cheryl Rice, Minnesota Housing

At Minnesota Housing, we know affordable housing is an essential part of your community's infrastructure and a foundation for success for all Minnesotans. From helping families buy and fix up their homes to supporting local workforce housing needs, come learn with the how we can work with you to provide opportunities across the housing continuum. For more than 40 years, we've worked to provide access to safe, decent and affordable housing and to build stronger communities across the state. This session will feature information for the following: Mortgage Loan products and Down Payment Assistance, Homeownership Counseling and Homeownership Capacity Programs, Rehab/ Home Improvement loans for existing homeowners, Single Family Development – Impact Funds, and Information on resources for CAP agencies offered by our Multifamily Division. Come learn more about our programs!

Minnesota CSBG State Plan Overview & Listening Session

Becky Wochnick CCAP, Minnesota DHS -OEO

Join this interactive session to learn more about Minnesota's CSBG State Plan process, and provide feedback on the 2020-2021 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.

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Stay Cool When Stress Is High

Tom Laforce, LaForce Teamwork Services

Work can be stressful. That doesn't mean you need to be stressed. In this session we'll look at three strategies for managing stress: Changing your thinking, solving the problem, and using coping skills.

Leadership Planning and Technology

Joel Barker, Brave North Technology

Your organization depends on technology for your service delivery and back-end operations. As you plan and build your organization's strategic plan for the next five years, making sure you're building technology into your strategic plan and long-term budget forecasts is critical. In this session we'll discuss ideas for how best to plan for technology and build it into your strategic plan.

Gay and Gray: Providing Welcoming Services to LGBT Older Adults

Rajeane Moone, JustUs Health

Whether you know it or not, lesbian, gay, bisexual and transgender (LGBT) older adults are your clients. Learn the unique issues facing these populations and how these issues affect their willingness to seek out services. This session will outline LGBT aging, describe the diversity of sexual orientations and gender identities among senior clients, present findings from a recent needs assessment, and identify actions you can take to make your practice more LGBT culturally competent.

Driving Decisions with Timely Financials, Budgets & Dashboards

Brian Dietz, WIPFLI LLC

The next generation of financial management software offers continually updated, role-based dashboards, charts and other nifty visualization tools to help organizations analyze data in real time. Isn't it time to take your organization to the next level? In this session you will learn about: 1) the importance of measuring key nonprofit metrics, 2) empowering your team with greater visibility, 3) discover real-time business performance, 4) best practices for effective budgeting and planning, 5) expanding lines of communications, 6) choosing the right financial system to drive decision-making goals, and 7) ensuring you can harness the benefits for your organization.

Microsoft Publisher

Linda Muchow, Alexandria Technical & Community College

This presentation will teach you how to manipulate templates, create flowing text boxes, manage hyphenation, and effectively handle drawing objects and pictures, and utilize Business Information and Building Blocks to automatically update your file.

So, You Want to Start Developing Affordable Rental Housing?

Chris Flood, Three Rivers Community Action

Leah Hall CCAP, Three Rivers Community Action

Scott Zahorik, Arrowhead Economic Opportunity Agency

Jason Carlson, TriValley Opportunity Council

Jeff Corey, One Roof Community Housing

This session will provide an introduction to the process of developing affordable rental housing. We will explore issues that organizations to consider before diving in.

BPI 1200: Combustion and CAZ Testing

Robert Parkhurst, Slipstream Group

Minnesota weatherization will move to the BPI 1200 standard as of July 1, 2019. This session will help ensure technical staff and installers understand how changes to this BPI standard affect combustion safety and CAZ testing protocols.

**Thursday, July 25
9:15 am to 10:30 am**

Meeting Board Training Requirements while Doing More with Less

Beth Peterson, Arrowhead Economic Opportunity Agency

Cathy Pazzelli, Arrowhead Economic Opportunity Agency

Paul Carlson, Arrowhead Economic Opportunity Agency

Meeting the National Organizational Standards can be overwhelming, even more so when handling Board Training with limited agency resources. Often Board members are active in their community in multiple ways, leaving limited time for them to attend additional gatherings for training. Limited resources for staff to manage a training process can lead to frustration and burnout. This session will showcase one example of embedding board training within regular meetings with supplemental offerings outside of group gatherings. Pulling on tools already developed from across the nation, AEOA's three-year plan for Board Training is easy and manageable.

Listen & Lead: Mental Health Matters

Jessica Westby, MSW, LICSW

Mental health diagnoses are common! Now, more than ever they are prevalent, recognized, and discussed openly. It is important to listen in order to have a basic understanding of the most common diagnoses and symptoms. In this session, you will learn how mental health diagnoses originate in individuals and identifiers for someone in a mental health crisis. Every person can lead from where they are by supporting those who struggle with mental health needs. Attendees will also learn self-care techniques and what to do following a concerning interaction.

Solar Site Assessments

Jack Kluempke, Minnesota Department of Commerce

How can auditors know whether a home is a potential candidate for a solar installation? Come learn about Minnesota's solar resource and what characteristics make a home a good candidate for solar in Minnesota.

De-Escalation: Helping People in Crisis

Russ Turner, People Incorporated

This class presents a neurobiological framework for understanding the nature of upset encounters and discusses common mistakes that people make in attempting to diffuse them. The intervention begins with "checking oneself" and establishing good control of one's nonverbal communication, including pace and tone of voice. From there, the class examines and practices some verbal responses, that effectively in de-escalate while avoid being confrontational.

Innovative Childcare Partnerships

Michelle Wilkowski CCAP, Mahube-Otwa Community Action Partnership

Hannah Middleton, Mahube-Otwa Community Action Partnership

Can a family childcare business be located outside of the provider's own home? The answer is "Yes"! The growing childcare crisis in rural MN is requiring communities to develop unique solutions to create and sustain quality childcare options for families. This session will highlight how MAHUBE-OTWA Head Start has utilized a Minnesota licensing statute for non-residential childcare programs as part of one of those solutions. Learn how the creative family childcare "Pod Model" can provide resources, space, financial support, and flexibility for providers and the families they serve. If you want to learn about an innovative way to increase childcare capacity in your program or community, this is the session for you!

What Weatherization Can Do for Your Agency's Clients

Melissa Feine, Semcac

Diane Bender, West Central Minnesota Communities Action

Lynette Engelhardt Stott, Three Rivers Community Action

Weatherization is a relatively small program with a major impact. Come and learn how your agency's weatherization staff serve your community using their unique skills and expertise to ensure people are warm and safe while improving the energy efficiency and durability of their homes.

Mindset Matters

Corey Martin, Bounce Back Project

Our mindset and how we approach situations have significant implications for our health, happiness, and patient outcomes. Dr. Martin talks about the science behind mindset and how our mindset of stress impacts our work, our health and the people around us.

Human Resource Directors Roundtable

Candice Zimmerman, Wright County Community Action

Join your Human Resource peers from across the state in a roundtable session for the 2019 quarterly HR Directors Meeting. All HR professionals are welcome to attend! This session will provide the opportunity to network with other HR colleagues from across the state and provide open discussion on HR trends and how HR practices can help promote CCAP led agencies.

Microsoft Outlook 2016

Linda Muchow, Alexandria Technical & Community College

Come to this session to learn tips and tricks to help you manage incoming mail. We will discuss advanced email options, creating rules and quick steps to manage email messages, and utilize categories to organize email. We will also discuss how to quickly create appointments from an email message, how to turn an appointment into a meeting request, and how to track who has accepted/declined the request.

Serving Older Adults in a Rural Area/Aging in Place

Gail Jerve, Prairie Five Community Action Council

Angela Nissen CCAP, Prairie Five Community Action Council

Laura Thomas, Prairie Five Community Action Council

The counties that Prairie Five Community Action Council covers (Big Stone, Chippewa, Lac Qui Parle, Swift, Yellow Medicine) have both the smallest population in the state (less than 1% of Minnesota) and the oldest (22.3% are 65 or older compared with 15.4% statewide.) Despite the challenges that come with serving an aging rural population, such as transportation and availability of resources, Prairie Five is leading the way with a variety of initiatives. Our food truck (P5 Meals on the Go) allows us to deliver hot and frozen meals to those who aren't on the established home-delivered meals routes so they can stay in their homes longer. The mobile senior center (P5 On the Go) also makes visits to the most rural and remote residents in our service area for anything from blood pressure checks, telehealth conferences and pop-up karaoke parties. Finally our Live Well Age Wisely initiative is based on an Age Friendly grant that connects older adults and their families with resources, education and services in their own communities. We are excited to share the ways in which we are building opportunities for older adults to thrive where they choose to live! Our food truck (P5 Meals on the Go) allows us to deliver hot and frozen meals to those who aren't on the established home-delivered meals routes so they can stay in their homes longer. The mobile senior center (P5 On the Go) also makes visits to the most rural and remote residents in our service area for anything from blood pressure checks, telehealth conferences and pop-up karaoke parties. Finally our Live Well Age Wisely initiative is based on an Age Friendly grant that connects older adults and their families with resources, education and services in their own communities. We are excited to share the ways in which we are building opportunities for older adults to thrive where they choose to live!

eHEAT Next Generation

Andy Smialek, State of Minnesota

Join us for an update on the Minnesota Department of Commerce's eHEAT Next Generation project. IT Project Manager Andy Smialek will provide an overview of eHEAT Next Generation, including timing for its rollout.

**Thursday, July 25
10:45 am to 12:00 pm**

SECRETS: Recapture Significant Time and Deliver More

Lee Kuntz, Innovative Process Design LLC

Michael Spilman, Lakes & Pines Community Action Council

Do you have unlimited demand but limited funding? Do you need to deliver more within specific programs? Community action councils are recapturing and repositioning thousands of work hours by building their process skills. They are offsetting tight funding, making a bigger impact with their partners and within the communities they serve. "Through our process improvement 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's transformational!" As they cut their time to do existing work in half. – Senior Vice President and CFO. First hear the concepts and how one community action council delivered services to their community better and faster. Then be part of a rapid improvement game to experience these concepts in action. Attendees take home one or more process improvement ideas which they can implement immediately.

The Rutabaga Project: Growing Access to Healthy, Local Food

Kelsey Gantzer, Arrowhead Economic Opportunity Agency

Marlisse Riffle, Arrowhead Economic Opportunity Agency

The Rutabaga Project, an initiative developed between the Arrowhead Economic Opportunity Agency and the Iron Range Partnership for Sustainability, has worked to create a community where people with low incomes have access to healthy, local foods. By fostering community conversations and partnering with community organizations, the Rutabaga Project is making progress in addressing health equity. Successes in the community include, establishing a farmer's market in Virginia, enabling three local farmer's markets to accept SNAP/EBT payments, implementing a DIY meal kit at two local grocery stores, assisting in supporting healthy retail at a senior apartment building, and this Spring planting a community food forest – a perennial, edible garden.

Finding the Answers: Weatherization Policy and Guidance Resources

Ben Tucker, Minnesota Department of Commerce

It can be a challenge to bridge your expertise in housing and building science to the complexities of Weatherization Policy and Procedures. Come learn about the guidance tools that can help you navigate the puzzling circumstances you encounter every day.

My Time to Eat Healthy & Move More: Educational Model for Home-based Programs

Mary Krentz, M.Ed., University of Minnesota Extension

My TIME to Eat Healthy and Move More is a home-based train the trainer program for parents/caregivers and children ages 3-5. This unique program, actively engages parents and children in a co-learning process as they experience how to make healthy food choices and become more physically active. The name...T. I. M. E. symbolizes the four core principles of the program... Together, Inspire, Motivate, and Empower. Over the course of a month, the parent and child will work together with the home visitor to learn practical tips to eat healthy and move more. Taste testing activities are used to inspire healthy eating. Furthermore, simple ideas promoting daily exercise are offered to motivate parents and children to move more. Lastly, but most importantly, My TIME will empower families to stay connected to the goals and opportunities that they identified to improve the health of their family.

Culturally Specific Innovations Related to Food Sovereignty and Access

Carrie Lindquist, MN DHS

Jessica Rochester, MN DHS

This would be a presentation led by SNAP Education educators or DHS staff. It would offer up innovative programming around healthy eating, food access, and food sovereignty on MN reservations. Educators from different annishanbe tribes would share what work they are doing around these topics as well as offer best practices.

Keys to a Successful PY19 & Best Practices for MN WAP Administrators

Michelle Gransee, Minnesota Department of Commerce

Suzy Meneguzzo, Minnesota Department of Commerce

This session will review PY18 program and monitoring results as well as program goals and expectations for PY19. Program management best practices around procurement and set price lists will also be highlighted.

Want Free Money? Click Here! Scams, Cons, Fraudsters: How to Spot Social Engineering and Avoid Falling Victim

Roger Hagedorn, City of Minneapolis

Social engineering—SE—means manipulating people into performing certain actions or divulging confidential information. This is why SE is one of the greatest security threats facing organizations. Technical solutions, security policies, and operational procedures alone cannot protect critical resources or data. This session covers SE techniques such as baiting, phishing and vishing, spoofing, pretexting, and tailgating, and then examines currently popular frauds like the “tech support” and “stranded traveler” scams. Education is the best defense against SE attacks. It’s often said that “people are the weakest link” in security, but we can all learn to recognize potential threats and make correct security decisions. Security is all about knowing who and what to trust. Trust me: I can help you defend against SE. You’ll come away better able to spot a social engineering attempt and respond appropriately, which is good for you as well as for the organization you support.

Anatomy of Trust

Corey Martin, Bounce Back Project

This talk combines the principles of everyday leadership, personal and organizational resilience into a deep dive into what it means when we say we don’t trust someone. Participants learn tips and tricks on how to build trusting relationships in their organizations and their personal lives.

Fiscal Directors Roundtable

Chuck Roamer, Semcac

Join fiscal and accounting peers from across the state in a roundtable session for the third installment of the 2019 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.

Microsoft Teams and OneDrive

Linda Muchow, Alexandria Technical & Community College

Microsoft Teams brings together colleagues, conversations, and content, allowing users to collaborate more seamlessly. Learn how to setup team and join existing teams. We will cover how to organize teams and engage in conversations, share files, and initiate video and audio meetings.

Putting the “FUN” in Refund: VITA Tax Clinics in CAP Agencies

Angela Larson CCAP, United Community Action Partnership

Michelle Jensen, United Community Action Partnership

In this workshop, you will learn the fundamentals of starting, operating, and expanding VITA tax clinics in your community. Topics include: volunteer recruitment and retention, training, marketing, and evaluation. Presenters will share how CAP agencies have a unique ability to provide this service and how the clinics can be a tremendous outreach method for customers to access other services provided by the agency.

EAP Outreach Roundtable

Lynette Engelhardt Stott, Three Rivers Community Action

This roundtable will provide an opportunity to share with other Energy Assistance Program service providers outreach activities and ideas for increasing program participation in the next program year. Participants are encouraged to bring examples of their outreach materials and resources.

Updated 7/2/19