



# Community Action Conference

May 14 – 17, 2019  
Sunday River Resort  
Newry, Maine

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# *Northern New England Community Action Conference*

## **Northern New England Community Action 2019 Conference**

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# *Northern New England Community Action Conference*

## **In Loving Memory of Mark K. Johnston**

The Community Action world and in particular the Northern New England Community Action (NNECA) Conference Committee lost a great leader, friend and colleague when Mark Johnston passed away at the age of 64 in October 2018. The Committee members were heartbroken to hear this news, along with his family and his second family, Kennebec Valley Community Action Program (KVCAP).

The 2018 KVCAP Annual Report was dedicated to Mark, who was the CFO of their organization. Here are a few excerpts from the dedication:

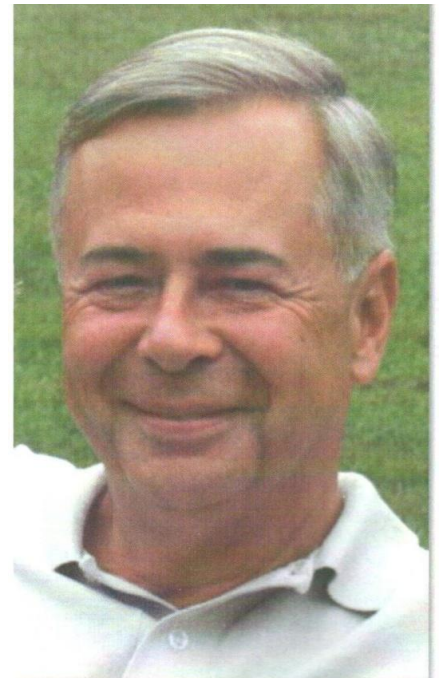
Mark joined the Kennebec Valley Community Action Program team in 1997. He has been an integral part of our Senior Management team for the past 21 years. Mark was first hired as KVCAP's Youth Build Director and was quickly promoted to Chief Financial Officer. In this role he oversaw all aspects of finance, information technology, and facilities. Mark played a major role in the development of numerous projects, including the Gerald Hotel senior housing project, Cony Village, and the construction of Educare Central Maine. Mark loved working for KVCAP and believed wholeheartedly in our mission – to help people and families living in poverty become more economically stable. His work in community action was far-reaching and his gift for creating lasting friendships extended throughout Maine, New England, and beyond. Most of all, Mark loved spending time with his family, friends, and colleagues. He enjoyed golfing, snowmobiling, the Red Sox, and attending his grandsons' sporting events. Mark was known best for his love of boating. The close friendships that he forged during his career at KVCAP were extensive. Mark was well known for his generosity, humor, genuine smile, and kind heart. He was a remarkable man and will be deeply missed by many.

As a member of the NNECA Conference Committee, Mark was always about having quality learning experiences and enjoying himself with friends, whether on the dance floor dancing up a storm, singing a song knowing all the words but not having a voice to sing them, or being the last person standing beyond last call. He came alive at night and always said there was never enough time left in the night to carry on, but he still always burned the midnight oil trying. Mark was truly the life of the party.

Mark was co-chair of the Fundraising Committee and took a personal interest in welcoming the sponsors, exhibitors, and attendees. If there was a new sponsor, he would show that person the tricks of the trade show. Having a Business Degree, Mark had the drive to include workshops about financial training, human resources, and anything to do with accounting. And he was a motivating factor in securing many of the outstanding keynote speakers we have had. Mark was also kind and outgoing with a warm smile that would welcome all conference attendees. He treasured the connections he made over the years with all sponsors and attendees.

Mark had many hobbies and one of them was golf. Everyone that played golf with Mark knew that it was going to be a long day, as he was not one of the best golfers; but no one enjoyed it more than he did. In many tournaments Mark would be on the last team to come in, as he was the slowest and the gabbiest. In our tournaments Mark always won the "The Best Worst Golfer."

Mark, we'll miss you dearly, but you'll remain on our Committee in our hearts and minds. Your spirit will be with us and the principle of WWMD (What Would Mark Do?) will help us navigate through tough decisions. Above all, you'll inspire us to fill as many moments as possible with song, dance, and friendship while we're fulfilling our mission. Our many thanks to you and may peace be with you always.



# *Northern New England Community Action Conference*

## **General Information**

### **Name Badges**

Please **wear your name badge** throughout the conference, as it is your ticket to access meals, sessions and general functions. Persons not wearing name badges are not entitled to participate in conference activities.

### **Meal Tickets**

If you need to purchase an individual meal ticket you can do so at the conference registration desk.

### **Conference Evaluation**

Evaluations are important in developing a conference that benefits all of our attendees. A general survey will be emailed to you shortly after the conclusion of the conference. It is important for us to receive your feedback so that we can make improvements each year.

### **Internet Access**

There is complimentary wireless internet throughout the hotel.

### **Trade Show Bingo**

Visit all vendors on Wednesday and have them stamp your card. Only cards with all squares stamped that have been placed in the designated game bin by 5:00 p.m. are eligible for prizes to be drawn Thursday night at the banquet.

### **Smoking**

Sunday River Resort is a non-smoking area but for this group they will allow our attendees to smoke in the South Wing Entrance area only (exit door near ballroom). **Absolutely no smoking in the front entrance area. Please be respectful.**

### **Parking**

Self parking is only in the designated area. Cars parked illegally will be towed. No long term parking in front circle.

### **Networking Opportunities**

This conference provides networking opportunities with fellow attendees, presenters & sponsors/exhibitors. We encourage you to take advantage of the next few days and use this conference as a platform to share knowledge, learn from others, and have a great time.

### **Attire**

Business/casual attire is appropriate for all conference activity. We recommend that you dress in layers to be comfortable during the conference as temperatures tend to vary throughout the hotel.

### **Important Resources –**

#### **Sponsors & Exhibitors**

A variety of businesses important to servicing our low-income clients and customers and supporting you to do your job better are exhibiting during the conference. Please make sure you take the time to visit with the exhibitors during the conference. You will be able to meet with them on Wednesday at the tradeshow. Please be sure to consider one of these vendors when you need a particular product or service.

#### **Conference Registration Desk**

The desk will be staffed by volunteers at all times during the conference. Volunteers at the desk can assist with questions about the conference.

#### **Photographer**

We will have several individuals taking photographs during the conference to be placed on our website. They will not be used for other purposes.

#### **Lost and Found**

Lost items should be turned in and/or claimed at the conference registration desk. Any items not claimed by the end of the conference will be turned into Lost and Found at the hotel.

#### **Hotel Check-Out**

Check out time is 10:30 a.m. We encourage you to check out early in order to avoid long lines at the conclusion of the conference.





# Community Action Conference

Tuesday May 14 – Friday May 17, 2019  
Sunday River Resort: Grand Summit Hotel, Newry Maine

## Tuesday May 14, 2019

4:00 – 6:00 p.m.	<b>Exhibitor Set Up</b> ~ <i>Exhibit Causeway</i>
6:00 – 8:00 p.m.	<b>Dinner</b> – 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 ~ <i>Grand Ballroom</i>
7:30 – 11:00 8:00 p.m.	<b>Entertainment:</b> The Ben Kilcollins Band ~ <i>The Camp Lounge</i>  <b>Makin' Music with My Friends</b> As in previous years, a group of us will be getting together each night, starting Tuesday night, to make music among ourselves and for anyone else who'd like to sing along or just listen. We can make as much music as we'd like for as long into the wee hours of the morning as we'd like. If you have a guitar, bass, banjo, fiddle, mandolin, dulcimer, sax, electric piano, conga drum, harmonica, penny whistle, accordion, bagpipes, kazoo, spoons, or any other instrument, bring it to the conference and play with us. There'll also be instruments there for you to play. Or just bring your voice and sing along, or just come to listen and enjoy. We'll be in the <b><i>Ski Check Room on the 2<sup>nd</sup> floor (at the top of the stairs above the lobby)</i></b> and the music will start <b><i>after dinner Tuesday at around 8:00 and on Wednesday and Thursday night around 8:30 – 9:00, depending on how long dinner and the evening's events go on those nights.</i></b> Join us for any or all of these nights...If you enjoy singing and/or playing music, or just enjoy listening and tapping your feet to live music, you'll enjoy this chance to put that enjoyment into action.

## Wednesday May 15, 2019

6:30 – 7:20 a.m.	<b>Yoga</b> – Limited to 12 participants. First come – first served. <i>Location TBA.</i>
7:00 – 8:30 a.m.	<b>Breakfast Buffet</b> ~ <i>The Camp</i>
7:00 – 8:00 a.m.	<b>Exhibitor Set Up</b> ~ <i>Exhibit Causeway</i>
8:00 – 8:30 a.m.	<b>Coffee with Exhibitors</b> ~ <i>Exhibit Causeway</i>
8:30 – 10:00 a.m.	<b>Welcome and Keynote Speaker:</b> Will Bowen: <i>Complaint Free Business</i> ~ <i>Grand Ballroom</i> Executives, employees and staff deal with hundreds of complaints on a daily basis from both complaining customers and complaining coworkers. You will leave inspired, mindful of our own complaints, and motivated to approach complainers with new, simple and effective strategies.
10:00 – 10:30 a.m.	<b>Coffee with Exhibitors</b> ~ <i>Exhibit Causeway</i>

10:30 – 12:00 p.m.

#### **(4) Concurrent Workshops: 90 minutes**

##### **1. Human Trafficking: Context and Perspectives of Three New England States' Response Options and Preventions ~ Ketchum**

Human Trafficking is a form of modern day slavery which New England has had to navigate in our own unique way. Global problems present in our area in their own forms and we need to work together to mitigate this human rights issue in a trauma informed and collaborative way. This session will cover the criminality and victimizations associated with human trafficking and lend perspectives on the approaches taken in Maine, New Hampshire and Vermont as well as how we all collaborate and will continue to build capacity throughout New England.

*Daniella Cameron, Preble Street*

*Rebecca Ayling, Child and Family Services of NH*

*Edith Klimoski, Give Way to Freedom*

##### **2. Financial Foundations ~ Simonds**

When confronted with making personal financial decisions do you want to run and hide? Does it all seem too complicated? This seminar will provide you with the basic information you need to make decisions such as...how much should I be saving for retirement? What is a stock and what is a bond? What is a Roth IRA? We will also cover concepts such as CDs, interest rates, social security, and your 401(k) and 403(b). The goal of this seminar is to provide you with the knowledge and confidence needed to make these important financial decisions in your life.

*Michael Maguire CFP®, ChFC®, RICP®, Mutual of America*

##### **3. Arts and Health: Promoting Empathy and Self-Advocacy Through Sound and Color ~ Whittier**

Art and music are fun, non-invasive mediums through which to reach physical, cognitive, and emotional goals. Finding ways to connect with our clients can be difficult, and using the arts- a favorite song, a painting that evokes memories- is a simple way to do so. Engaging in art with your client can provide an outlet for both of you! Learn some accessible ways to use art and music as a tool for exploration- no prior experience necessary.

*Kate Beever, Maine Music & Health, LLC*

##### **4. State's Implementation Experiences : What is the Two Generation/Whole Family Model?**

*~ River Room*

Community Action has for several years embraced a Two-Generation approach to delivering services, simultaneously addressing the needs of parents and children. This service delivery model, utilized by Head Start since its inception, is also referred to more broadly these days as the Whole Family approach. Agencies in Maine and NH are among the many nationwide embracing this approach to ending generational poverty. A panel of representatives from several of these local agencies will provide an overview of the Whole Family service delivery model and present how it looks in their particular organizations. There will also be time for Q&A. This facilitated session will be helpful for staff from agencies who are already implementing this model, those from agencies which have not yet embraced it but may be considering it, and those who are just wondering what all the excitement is all about! *Agency Representatives from Aroostook County Action Program, Inc.; Community Concepts, Inc.; York County Community Action Corp.; The Opportunity Alliance; Community Action Partnership of Strafford County; Southern New Hampshire Services.*

12:00 – 1:15 p.m.

**Networking Luncheon ~ Grand Ballroom & Dessert with Exhibitors ~ Exhibit Causeway**

1:15 – 2:45 p.m.

#### **(4)Concurrent Workshops: 90 minutes**

##### **1. Response to Workplace Violence and Armed Intruder (Part 1) Ketchum**

This presentation focuses on indicators and cues of potential workplace violence and what we can do about it. It then shifts to response to an armed intruder event and what steps can be taken to minimize the incident and recover.

*Michael Pearl, First Line Defense*

*Continued Wednesday May 15, 2019 ~ 1:15 – 2:45 p.m.*

## **2 The Federal Perspective and Future Innovation-Weatherization Work Around the Country ~ Simonds**

This session will summarize some key aspects of the national Weatherization Assistance Program and present some innovative ideas being discussed for the administration of the Program, including a focus in FY19 on addressing vermiculite management.

*Erica Burrin, Weatherization Assistance Program, US Department of Energy, Washington, DC*

## **3. Staff Roles in the Implementation Process : Moving to a Two-Generation/Whole Family Model: First Steps and Lessons Learned ~ River Room**

This session will be led by a panel of staff from agencies which have implemented a Two-Generation/Whole Family service delivery model. There is no one way to implement this approach, and it can be far-reaching and comprehensive in its effect on those delivering services as well as those receiving them. Laying the groundwork and getting it right from the start are crucial to long term success. Come and find out how these agencies from Maine and NH have taken the steps to implement the process, and what has been learned so far. There will be ample opportunity for questions and discussion. Topic areas will include stakeholder buy-in, job descriptions, staff roles, data collection, managing change, project management, and other important elements of the process. This workshop will build on the previous session on the Two-Generation/Whole Family Model, but attendees who did not go to that presentation could still benefit from the discussion in this session. *Agency Representatives from Aroostook County Action Program, Inc.; Community Concepts, Inc.; York County Community Action Corp.; The Opportunity Alliance; Community Action Partnership of Strafford County; Southern New Hampshire Services.*

## **4. Rebuilding of Confidence, Freedom and Trust through Adventure Based Experience Whittier**

Boost Outdoors specializes in customizing adventure packages and single outings that introduce participants to new outlets for sober fun and skill-building. Packages are tailored to support the unique needs of clients and accommodate all skill-levels, interests, and stages of recovery. Boost offers a diverse range of activities that promote self-esteem, physical and emotional resiliency, and feelings of personal accomplishment in a safe and supportive environment.

*Jeremy Bouchard and Sandi Coyle, Boost Outdoors, LLC*

3:00 – 4:30 p.m.

## **(4) Concurrent Workshops: 90 minutes**

### **1. The Local Innovation – Expanding Weatherization’s Impact in Maine and Vermont Simonds**

This session will present early results from Western Maine Community Actions “Community Home Replacement Pilot” as a complement to Weatherization Assistant Program work with low income families and a lively discussion on the peer-to-peer Weatherization training initiative underway in Vermont.

*Bill Crandall, Western Maine Community Action*

*Joshua Larose, Vermont Office of Economic Opportunity*

### **2. Response to Workplace Violence and Armed Intruder (Part 2)~ Ketchum**

This presentation focuses on indicators and cues of potential workplace violence and what we can do about it. It then shifts to response to an armed intruder event and what steps can be taken to minimize the incident and recover.

*Michael Pearl, First Line Defense*

### **3. Gen Silent – The Lives of Six LGBT Seniors ~ Whittier**

Gen Silent, a 2010 documentary film that follows the lives of six LGBT seniors living in the Boston area who must choose if they will hide their sexuality in order to survive in the long-term health care system. An award winning documentary will be viewed.

*Ronald Bourque, Elder Services of the Merrimack Valley, Inc.*

### **4. What Do You Do With All the DATA? Early Wins and the Benefit of a Two-Generation/Whole Family Model ~ Ballroom 3**

Agencies are at various stages of implementing the Two-Generation/Whole Family model, but the advantages of and benefits of making the changes necessary to implement this model are



<b>Continued Wednesday May 15, 2019 ~ 3:00 – 4:30 p.m.</b>	
	manifesting themselves even in these relatively early stages. Whether your agency has embraced this model or not, come and learn about the benefits this process has meant to these agencies and the individuals they serve. The presentation by the panel will include time for questions and discussion. Topics will include early wins that agencies have seen with staff, customers, and internal processes, the benefits of the model, and telling the story of the successes achieved so far. This workshop will build on the previous sessions on the Two-Generation/Whole Family Model, but attendees who did not go to those presentations could still benefit from the discussion in this session. <i>Agency Representatives from Aroostook County Action Program, Inc.; Community Concepts, Inc.; York County Community Action Corp.; The Opportunity Alliance; Community Action Partnership of Strafford County; Southern New Hampshire Services.</i>
5:00 – 6:30 p.m.	<b>Leadership Reception ~ River Room</b> An informal gathering of Chief Executive Officers (CEO), Executive Directors (ED) and/or their designee. The reception is an opportunity for you to network, share experiences and catch up with old friends, as well as get to know several new individuals in their leadership positions.
5:00 p.m.	<b>Shuttle Bus Service to South Peak Base Lodge</b> –From the Grand Summit & Jordan Hotel. Continuous shuttle service will begin at 5:00 p.m. Shuttle service will continue throughout the evening until everyone has been returned to their hotel.
5:30 p.m.	<b>Outdoor Barbeque &amp; Entertainment</b> – South Peak Base Lodge. Join us for another fun filled evening at the South Peak 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, base upon the weather conditions and be ready for some fun. For your dancing pleasure <b>beginning at 7:30 – 11:30 p.m. Pete Kilpatrick Band will be performing in the Foggy Goggle.</b>
<b>Thursday May 16, 2019</b>	
6:30 – 7:20	<b>Zumba</b> – limited to 12 participants. First come-first served. <i>Location TBA</i>
7:00 – 8:30 a.m.	<b>Breakfast Buffet ~ The Camp</b>
8:30 – 10:00 a.m.	<b>Keynote Speaker: Dr. Samuel Jones: Closing the Gap between Average and Excellent ~ Grand Ballroom</b> In challenging times, we must be clear and impartial about business obligations because ‘average’ tendencies creep into the normal day-to-day operations. In this presentation, Dr. Jones support participants in overcoming the silos of average habits to create patterns of excellence within their organization and in life.
10:15 –11:45 a.m.	<b>(4)Concurrent Workshops: 90 minutes</b> <b>1. Prescription Drug Misuse/Abuse ~ Ketchum</b> A presentation on prescription drug misuse and abuse. Topics covered will include different and commonly abused medications, populations effected, identification of misuse/abuse, prevention tactics, and treatment options. Will also aim and hope for audience participation and contribution(s). <i>Ann Caraballo, Cheshire Medical Center</i> <b>2. Leadership &amp; Followship Styles ~ River Room</b> How we lead and follow on a team or workgroup can influence team culture. The workshop will explore the different and effective leadership styles, provides insight into expectations that team members bring to groups, provides common language for building bridges and useful in identifying path for professional development as a leader and/or manager. <i>Markey Read, Career Networks, Inc.</i>

*Continued Thursday May 16, 2019 ~ 10:15 – 11:45 a.m.*

**3. Increasing Your Oversight with an Internal Audit ~ Whittier**

While your organization's resources may be limited, taking the time to perform strategic internal audit procedures can improve your compliance and help you identify efficiencies. Sarah Belliveau and Emily Parker from BerryDunn will offer key procedures that you can perform immediately, discuss important questions to ask internally, and provide first steps to implementing an internal audit process that will benefit your organization and (maybe even) save you time in the long run.  
*Sarah Belliveau & Emily Parker, BerryDunn*

**4. From #MeToo to #NotHere: Creating a Harassment-Free Workplace ~ Simonds**

The #MeToo movement is changing societal expectations about sexual harassment in the workplace. Find out what these changes mean for your organization, learn how to respond effectively to harassment allegations and identify steps your organization can take to create a workplace free of harassment.

*Eleanor Evans & Jonathan Cohen, CAPLAW*

12:00 – 1:00 p.m.

**Networking Luncheon ~ Grand Ballroom**

1:15 – 2:45 p.m.

**(4) Concurrent Workshops: 90 minutes**

**1. What is Community Action and Why Does it Matter More Now Than Ever? ~ Ketchum**

Sounds like a ridiculous question to ask, but as Community Action moves into its next 50 years, much of the institutional history and culture of what began with the Economic Opportunity Act of 1964 could easily be lost as many long-serving agency leaders retire. In the midst of the demands of the daily work and the need to solve the next crisis, we can easily forget where we have come from, and why we do what we do. This session will briefly review the history of Community Action, then discuss what makes CAAs unique among non-profits, and explore ways to ensure that the culture and identity remain vibrant and alive long into the future.

*Denise Harlow, National Community Action Partnership*

**2. How to Say No, So That People are Thrilled ~ River Room**

This workshop will provide a framework and method for supporting co-workers and clients in identifying and accessing resources, will focus on teaching people how to fish, rather than giving them a fish to eat and will provide tools for negotiating agreements and helping people keep their word.

*Markey Read, Career Networks, Inc.*

**3. Fraud: What's New and What to do About It ~ Whittier**

When you see reports of fraud in the news do you wonder "Could that happen to my organization?" or "What type of person commits fraud?" In this presentation Sarah Belliveau and Emily Parker will discuss types of fraud, profiles of the usual suspects, internal controls to address fraud risks, monitoring, and story time! You will leave the session with tools to help mitigate your fraud risk and an understanding of how you can implement processes to help protect your organization from becoming the next, negative news item.

*Sarah Belliveau & Emily Parker, BerryDunn*

**4. Lobbying and Political Activity: Playing by the Rules ~ Simonds**

This scenario-based workshop will focus on how CAAs can advocate effectively within the political activity and lobbying rules that apply to them, their employees and board members. We will discuss the Internal Revenue Service, Office of Management and Budget, Community Services Block Grant, and Head Start rules governing lobbying and political campaign activity, as well as the Hatch Act and voter registration rules.

*Eleanor Evans & Jonathan Cohen, CAPLAW*

<p>3:00 – 4:30 p.m.</p>	<p><i>Continued Thursday May 16, 2019 ~ 3:00 – 4:30 p.m.</i></p> <p><b>(4) Concurrent Workshops: 90 minutes</b></p> <p><b>1. Current Trends in Poverty and How CAA's Are and Could be Responding to Them ~ Ketchum</b>  <i>Denise Harlow, National Community Action Partnership</i></p> <p><b>2. Common Supervisor Pitfalls/Employment Law ~ River Room</b>  In this interactive presentation, we will explore employee protected class and protected activity allegations including the importance of written documentation in employee performance management. This will include an interactive cross examination of a supervisor in the context of a common fact pattern of the lack of documentation, the risk attributable to failing to document, and proactive advice to avoid these pitfalls.  <i>Allie McCormack &amp; Gregg Frame, Taylor, McCormack &amp; Frame</i></p> <p><b>3. Life Skills – Connecting Clients to the Community ~ Whittier</b>  This is a workshop developed by Southwestern Community Services, Inc. (SCS) Housing Stabilization Services to help educate and provide individuals with tools and basic “life skills” to help them make more informed decisions and better life choices. Also connecting participants to the resources and services within their community – leading to self-sufficiency. This presentation will be an overview of the Life Skills workshop curriculum at SCS with the goal of assisting other CAA agencies in creating a Life Skills Workshop in their service area based on the population group served and resources and services available. (This is a follow-up to Tenancy 101 presented at last year’s conference.)  <i>Lori Hathaway, Southwestern Community Services, Inc.</i></p> <p><b>4. Tax Reform Changes and the Potential Impact on Your Organization~ Simonds</b>  The Tax Cuts and Job Act, signed into law on December 22, 2017, is the largest overhaul of the U.S. tax policy in decades. We will help attendees understand the key provisions that affect nonprofits; including providing an understanding of the potential impact on donor contributions and the specific elements that will affect nonprofits tax compliance requirements.  <i>Julia Howland &amp; Nick Crosman, Wipfli Macpage</i></p>
<p>4:30 – 6:00 p.m.</p>	<p><b>Time on Your Own</b></p>
<p>6:00 – 8:00 p.m.</p>	<p><b>Awards Banquet ~ Grand Ballroom</b>  Recipients from Maine, New Hampshire and Vermont will be recognized either as a person, persons or an organization who are interested in their communities and equally committed to improving the lives of their fellow citizens. We will begin with the awards program promptly at 6:00 p.m. and then you can relax and enjoy the meal.</p>
<p>8:00 p.m.</p>	<p><b>Bingo ~ Grand Ballroom</b>  Join your colleagues as the conference committee presents a fun evening of BINGO. Bingo cards are free and there will be plenty of fun prizes to make you want to shout out BINGO! Please arrive early to pick up your cards and get ready for some fun! Bingo calling will begin promptly at 8:15.</p>
<p>8:00-12:00 p.m.</p>	<p><b>Entertainment, Karaoke &amp; Dancing</b> DJ Danny DeBruin~ <i>The Camp Lounge</i></p>

## Friday May 17, 2019

7:00 – 8:30 a.m. **Breakfast Buffet** ~ *Grand Ballroom*

8:30 – 9:30 a.m. **Keynote Address Keynote: Amy Morin** ~ *Grand Ballroom*

### **The Secrets to Simplifying Your Life**

Despite technology's promise to make life easier, most people feel more overwhelmed than ever by the demands of life. Too much to do, too much stuff to take care of, and too much to think about are just a few of the burdens that might be weighing you down. Fortunately, a few simple strategies can help you get rid of all the things that are holding you back in life. Declutter your life—mentally, physically, and socially—and make room for the things that really matter. In this presentation, you'll learn how to regain control over your environment, optimize your time, streamline your finances, get rid of bad mental habits, and establish healthy boundaries with people who wear you down. You'll leave with a plan that will help you create a simpler, more satisfying life.

9:30 a.m. **Conference Wrap-up and Agency Basket Drawings** Must be present to win. ~ *Grand Ballroom*

Thank You and Have a Safe Trip Home  
Hope You Had a Wonderful Learning Experience  
Please Remember to Complete the On Line Survey  
See You Next Year  
at the New England CAP Spring Conference  
Sunday River, May 19-22, 2020

# *Northern New England Community Action Conference*

## Speaker Biographies

### Rebecca Ayling

Rebecca has ten years of experience in the various aspects of direct social work. She began her formal career in 2008 with New Hampshire's Division of Children, Youth and Families and then England's Children's Services programs. In 2015 Rebecca worked in counter trafficking internationally, after an impactful internship experience (2005) in India. In 2017, Rebecca became the Director of the NH Human Trafficking Collaborative Task Force. Rebecca has served Human Trafficking victims both internationally and locally for over five years.

### Kate Beever

Kate studied at the USM School of Music and worked for classical pianist Frank Glazer before earning her Master's degree in Music Therapy from New York University. She interned at Beth Israel Medical Center and Sloan Kettering Cancer Center. She then pioneered the field of music therapy in her home state of Maine, growing her private practice and developing a new program at Maine Medical Center. Kate works with clients with brain injury, cancer, developmental disabilities, and depression; while also training healthcare professionals to use the arts. She is Vice President of the USM Alumni Board and served on the Maine Arts Commission and keeps an active schedule performing as a pianist and percussionist.

### Sarah Belliveau

Sarah leads BerryDunn's Not-for-Profit Practice Area, and has been involved with a number of significant nonprofit organizations throughout Northern New England over the course of her career. Clients rely on Sarah to provide objective and comprehensive feedback; offering improvements they can implement to remain competitive and compliant in the complex environments in which they operate.

### Jeremy Bouchard

Jeremy is founder and lead program designer for Boost Outdoors. His love for the outdoors began at an early age and blossomed while residing in the Mount Washington Valley. There he was a ski patroller in the winters and a trail crewman for the National Forest Service in the summers. He moved on to become a mountain manager at a NH ski resort. During his free time Jeremy climbed the crags and cliffs of the valley and scaled the peaks of the White's. Jeremy has mountaineered, skied, and kayaked extensively in Austria, Switzerland, Liechtenstein, Italy, Germany, Costa Rica, Venezuela, Newfoundland, and across the U.S. Before founding Boost Outdoors Jeremy worked as a full time Fire Fighter/Paramedic, Clinical Director for an Emergency Medical Transport Team, and a Pediatric and Neonatal Flight Paramedic. A New Hampshire native, Jeremy's personal mission is to share his experience, skills, and strength with anyone who wants them!



# *Northern New England Community Action Conference*

## Speaker Biographies

### Ron Bourque

Ron has been an LGBT Senior Advocate for over 5 years. In 2013, in collaboration with the Merrimac Council on Aging, they created the “LGBT Senior Social Connection.” This group, a first of its kind in the area at that time seeks to support the unique needs and experiences of lesbian, gay, bisexual and transgender seniors as they age. Monthly meetings provide older LGBT adults with a positive, collegial and safe setting to gather. They share meals and speak openly in an atmosphere of trust to encourage discussions that explore important issues like fear of discrimination when the need for housing, long term care or home care services of LGBT seniors arise. Ron routinely visits agencies throughout Northern Massachusetts and Southern New Hampshire in order to train management along with direct care personnel in becoming more sensitive to the LGBT senior population.

### Will Bowen

Will Bowen is the founder of the Complaint Free movement with over 12 million followers worldwide. Will has been featured on Oprah, Dr. Oz, Forbes, NBC’s Today Show, CBS Sunday Morning, The ABC World News, Fox News, People, Newsweek, The Wall Street Journal and Chicken Soup for the Soul. In July 2016, he handed out 250 purple rubber bracelets inviting people to use them as a tool to stop complaining. Will idea exploded around the world and, to date, more than 12 million of his purple Complaint Free bracelets have been distributed to people in 106 countries. Will is a humorous motivational speaker, a #1 International best-selling author, a multi #1 Amazon best-selling author, an award-winning trainer, the 2016 Purdue University Executive in Residence, and he’s the World Authority on Complaining – why people complain, what’s wrong complaining, and how to get ourselves and others to stop.

### Erica Burrin

Ms. Burrin currently serves as the Department of Energy’s Program Manager for the Weatherization Assistance Program (WAP) and oversees a team of professionals located at Headquarters in DC and the Golden Field Office in Golden, CO. Ms. Burrin has over a decade of experience at the local, state, and federal level in WAP. Prior to working for the Department of Energy, she was the Assistant Manager of Community Action Programs at the Indiana Housing and Community Development Authority where she was the state director of the Community Services Block Grant (CSBG), WAP, and the Low-Income Households Energy Assistance Program (LIHEAP). Her duties included designing, managing, and implementing programs for low-income households in the areas of economic development, energy efficiency, and energy security for the State of Indiana.

### Daniella Cameron, MSW

Daniella is the Senior Director of the Preble Street Teen and Anti-Trafficking Services providing program leadership to Teen Services and Anti-Trafficking Services, including program development and evaluation, policy, systems and safety development, community relations and grants management. Daniella has led the Anti-Trafficking Services (ATS) program since its 2013 inception, supporting the provision of comprehensive services to over 170 survivors of human trafficking and training of over 3000 people to build awareness across Maine and New England alongside spearheading state advocacy initiatives. Additionally, Daniella co-founded the Greater Portland Coalition of Trafficking and Exploitation and is a member of the Freedom Network USA and has presented nationally on her work in Maine. Prior to this role, Daniella served as the supervisor of Preble Street Teen Services, providing

# *Northern New England Community Action Conference*

## Speaker Biographies

comprehensive shelter and case management services to homeless and street-involved youth ages 12-21. Daniella has an MSW from Hunter College in New York City, with a dual track in casework practices and community organizing.

### Ann Caraballo

Ann has been a therapist for just over 10 years now, and resides in New Hampshire. She received her MSW in 2007, from the University of Maryland at Baltimore, School of Social Work. The crux of her work has been with active duty military personnel and/or Veterans (including their families), in addressing post-traumatic stress and (re)adjustment from military life. Additionally, she has significant experience treating depression (including postpartum), anxiety, and substance related issues, with an emphasis on prescription drug misuse and abuse.

### Jonathan Cohen

Jonathan is Staff Attorney at CAPLAW. He advises community action agencies on legal issues related to organizational governances, tax-exempt law, and federal government grant compliance. Prior to joining CAPLAW, Jon conducted research and wrote business case studies on organizational change management and strategy for Harvard Business School. He has also practiced business law in Boston, worked to promote international human rights with Human Rights Watch in Washington, D.C., and organized around environmental justice issues in Hartford, CT. Jon earned a bachelor's degree from Trinity College, a master's from the London School of Economics and Political Science, and a law degree from Northeastern University School of Law.

### Sandi Coyle

Sandi compliments the Boost team as Director of Operations with an M.S. from SNHU and a passion for creating opportunities that promote personal growth, inspiration towards positive change, and social connectedness among people and their communities. She has spent the last 10 years working throughout NH as a social justice advocate and a change-maker in the field of addiction recovery. Local to Seacoast, Sandi is an entrepreneur and adventure enthusiast who was recognized with NH Union Leaders' 2017 Top 40 Under 40 young leader award. Sandi has been a sober athlete for the last 14 years enjoying activities like stand-up paddle boarding, hiking, rock climbing, cycling, skiing, and spending time with her family.

### William Crandall

Bill Crandall has served as Western Maine Community Action's (WMCA) Housing Program Manager since 2009. He started his role in his agency's weatherization program during the American Recovery and Reinvestment Act (ARRA) program overseen by the Department of Energy (DOE). His team's constant "out of the box" approach keeps his housing program recognized as one of the best in the State of Maine. Crandall's talents include organizing his community partners in diversifying their approach to seek better solutions to serve and benefit low-income households. Crandall has provided public service to the community through various organizations, including being the Board Chair of the Opportunity Center of North Franklin County, a grassroots organization currently spearheading a county wide Broad Band Initiative planning grant. He has also participated on the boards of the Children's Task Force, the County Extension Association, the Maine Association of Realtors

# *Northern New England Community Action Conference*

## Speaker Biographies

Foundation, and other public committees and community centered groups. Bill is the current Chair of the statewide Maine Community Action Association Housing Council. He is known for his passionate advocacy efforts in defending and helping people become economically stable.

### Nicholas S. Crosman, CPA, MSA

Nicholas is a Senior Associate - Wipfli Macpage. He concentrates his taxation practice on compliance services for estates, trusts, individuals, non-profits, and various types of business entities. He provides a range of tax services, including tax return preparation and review, tax research, and tax planning. Nick graduated from the University of New Hampshire with a Bachelors of Science in Accounting in 2010, and a Master of Science in Accounting in 2011. He joined Macpage in 2016, and has practiced in public accounting since 2011. He is a certified public accountant and member of the AICPA and Maine Estate Planning Council.

### Eleanor Evans

Eleanor is Executive Director and General Counsel of Community Action Program Legal Services, Inc. (CAPLAW) and General Counsel to Action for Boston Community Development, Inc. Eleanor advises Community Action Agencies nationwide on a broad range of legal, governance and compliance matters, writes publications and presents workshops throughout the country on those matters. Before holding these positions, Eleanor was CAPLAW's Deputy Director and Senior Counsel. Prior to joining CAPLAW, she practiced with the Boston law firm of Will & Barlow, where she represented nonprofit and for-profit organizations in corporate, tax and employee benefits matters. Eleanor is co-author of "Being a Player: A Guide to the IRS Lobbying Regulation for Advocacy Charities," published by the Alliance for Justice. She is a graduate of Smith College and Georgetown University Law Center.

### Gregg Frame

Gregg is a founding member of Taylor, McCormack & Frame, LLC, focusing his practice in the area of labor and employment law, business development, civil litigation, and mediation. Mr. Frame is admitted to the Maine and New Hampshire Bars, as well as being admitted to the United States District Court in Maine and New Hampshire and the First Circuit Court of Appeals. Mr. Frame also serves as a Mediator, both in the context of litigation and private disputes. Mr. Frame serves as counselor to public and private entities on issues ranging from hiring and termination procedures to complex employment litigation to compliance with the numerous employment laws and regulations to extensive experience orchestrating union campaigns on behalf of management and in negotiating initial and successor collective bargaining agreements. Mr. Frame has appeared before the Maine Labor Relations Board and the Maine Human Rights Commission on behalf of his clients, as well as in state and federal courts in Maine and New Hampshire and the First Circuit. Mr. Frame has been named Maine's only Rising Star in Employment Litigation by New England Super Lawyers magazine. Mr. Frame assists corporate entities in the start-up phase, as well as representing individuals and corporations in dealing with complex corporate issues, from mergers and acquisitions to shareholder disputes. Mr. Frame has extensive litigation experience, representing employers, landowners, contractors and other individuals and entities in state and federal court, and before regulatory bodies, as well as representing individuals

# *Northern New England Community Action Conference*

## Speaker Biographies

in divorce proceedings. Mr. Frame's practice also involves extensive representation of homeowners and condominium associations and landlords. Mr. Frame graduated from Waterville High School, Phillips Exeter Academy, and obtained a B.A. in History from Dartmouth College, where he was a four-year starter, captain, and All-Ivy League basketball player. He graduated *cum laude* from the University of Maine School of Law, where he was a research editor of the Maine Law Review, and a legal writing and research instructor. Mr. Frame was twice awarded the Justice Glassman Scholarship for academic achievement while in law school. Prior to earning his J.D., Mr. Frame spent five years as a teacher and coach, and also worked as an intern at The White House. Mr. Frame is a Fellow of The American Bar Foundation. Mr. Frame was inducted into the New England Basketball Hall of Fame as a Scholar-Athlete, is a Member of the Board of Directors of the Maine Sports Hall of Fame, and is a Founding Member and President of The Cape Basketball Association. Mr. Frame is an appointee of the Fort Williams Advisory Commission. Mr. Frame lives in Cape Elizabeth with his wife, Jill, and children, Lillian and Jake.

### Denise Harlow

Denise Harlow, CCAP, was named the Chief Executive Officer of the Community Action Partnership in December 2014. She has been with the Partnership since 2011 and served as Senior Director of Training and Technical Assistance and Interim Chief Operating Officer. Prior to her tenure at the Partnership, she was the CEO of the New York State Community Action Association and Sr. Vice President for Capacity Building for the New York Council of Nonprofits. Ms. Harlow has more than 28 years of experience in the nonprofit sector, has served on several nonprofit boards of directors, and was an appointee to the Governor's Early Childhood Advisory Council in New York State. She started her Community Action career as a social worker with the Schenectady Community Action Program. She has a Masters Degree in Social Work from the University at Albany where she was also a Fellow on Women and Public Policy at the Center for Women in Government and Civil Society, and holds a Bachelor Degree in Social Work from Valparaiso University.

### Lori Hathaway

Lori is the Housing Stabilization Services Data Specialist/Administrative Assistant at Southwestern Community Services, Inc. (SCS). She came to SCS from the Workplace Success Program in 2009, beginning her career in the Weatherization Program, moving to Housing Stabilization Services in 2011. Lori was the Personal Achievement Award recipient at the 2009 NNE Community Action Conference held at The Mount Washington Resort at Bretton Woods that year. She is excited, 10 years later, to be attending the conference as a presenter, sharing the knowledge and experience she has accumulated over this time. Lori lives in Keene, New Hampshire and loves living in the community she serves. She is the mother of twin girls who are currently making their own way in the world. She enjoys spending time with friends and family, watching movies, reading, and drinking coffee! As some may recall, she also made her singing debut at the 2017 Conference!

# *Northern New England Community Action Conference*

## Speaker Biographies

### Julia V. Howland, CPA

Julia is a Senior Associate - Wipfli Macpage. She is a member of the Firm's tax department. Julia specializes in tax compliance for individuals, corporations, and partnerships. In addition she provides tax services to nonprofit organizations. Julia joined Macpage in 2013 and is a Certified Public Accountant. She earned a Bachelor of Science degree, magna cum laude, in Accounting from University of Southern Maine.

### Dr. Samuel L. Jones

Dr. Jones is the owner of Life Changing Presentations, a Mississippi based speaking and consulting business. Dr. Jones works to impact organizations through the power of purpose; focusing on personal and professional development and actionable leadership strategies for individuals at levels of an organization. Dr. Jones grew up in a fatherless home and was raised by his grandmother. Many of the values she instilled in him are reflected in his programs. Throughout school, Sam struggled with a speech impediment, but never letting that prevent him from achieving his dreams. It was during his professional basketball career in Finland that he discovered a deeper purpose for his life. Upon returning to the States, he received his doctorate in Educational Leadership. He currently serves as the Vice President of Student Affairs at Jones County Junior College. Dr. Jones is the author of 3 books, "The Man I Never Knew," "Live Life on Purpose: From Discovery to Practice," and his latest "Winning Before & Beyond the Finish Line." Sam holds a Bachelor's degree in Advertising and a Master's degree in Public Relations from the University of Southern Mississippi and a Ph.D. in Educational Leadership from Mississippi State University.

### Edith Klimoski, M.S.

Edith earned a Bachelor of Arts degree in Biology with a concentration in Women's Studies from the College of the Holy Cross, and a Master of Science from University of Wisconsin — Green Bay. She managed the start-up process, and since its incorporation in 2009, she has been the director of Give Way to Freedom. She has given and organized trainings on human trafficking throughout New England to a wide variety of professionals including healthcare workers, social workers, runaway and homeless youth service providers, law enforcement, lawyers, drug treatment counselors, students, and educators. She has mentored two University of Vermont College of Medicine semester long Public Health Projects, both of which were accepted into the American Public Health Association's Annual Meeting. Edith sits on the University of Vermont Medical Center's Collaborative on Human Trafficking, UNITE (Understand, Network, Innovate, Teach, Eradicate) lead by their Clinical Simulation Laboratory. She is a member of the Vermont Human Trafficking Task Force, their Steering Committee, and the Chittenden County Human Trafficking Task Force. In 2015 she received the Ally Award on Crime Victims' Rights Day from the State of Vermont. She devotes her volunteer work extensively to Rotary International in the Rotary Club of Essex and was given the Unsung Hero award 2018.

### Joshua Larose

Josh has been working in the Vermont WAP for 12 years, starting out as a solar and building analyst at a community action agency. He is currently the State of Vermont's Energy Services Program Officer. Joshua acts as the system administrator for the Hancock Software program, helps run the training program and oversees the general administration of Vermont's weatherization programs.



# *Northern New England Community Action Conference*

## Speaker Biographies

### Michael Maguire

Michael has worked in the financial services industry for over 20 years. The past 12 years have been spent at Mutual of America. Mutual of America specializes in providing retirement products and services to organizations and their employees, as well as to individuals. Michael works with individuals and organizations to help them invest and prepare for retirement. He is a CERTIFIED FINANCIAL PLANNER™ and he holds the Chartered Financial Consultant® and Retirement Income Certified Professional® designations from The American College of Financial Services.

### James "Allie" McCormack

Allie is a founding member of Taylor, McCormack & Frame where he focuses his practice on representing management in the area of labor and employment law. Since 1986, Allie has provided advice and counsel to employers in all aspects of labor and employment law, including risk reduction strategies involving employee relations, employment policies, and employment related litigation. He has successfully represented employers before state and federal agencies, including OSHA, the Maine Human Rights Commission, the Maine Workers Compensation Board, the National Labor Relations Board, the Equal Employment Opportunity Commission, and the Maine Unemployment Commission. Allie has also represented employers in arbitration proceedings involving disputes relating to collective bargaining agreements. In addition, Allie has represented clients in litigation in both state and federal courts, including numerous appeals to the Maine Law Court. He has been involved as the Court Appointed Special Advocate (CASA) since 1997 as a guardian ad litem in child protection proceedings. Allie is also an Editor of the Maine Business & Employment Law newsletter. Allie received his undergraduate degree from Harvard College in 1978. After teaching in the security treatment unit at the Maine Youth Center in South Portland for five years, he attended law school and received his law degree from the University of Maine School of Law in 1986. Allie lives in Freeport with his wife Sharon, and they have three children: Casey, Albert and Jaimee. Allie has a commercial lobster license and enjoys playing the guitar and gardening.

### Amy Morin

Amy Morin is a licensed clinical social worker, psychotherapist, and psychology lecturer at Northeastern University. She's also an international bestselling author. Her books, *13 Things Mentally Strong People Don't Do*, *13 Things Mentally Strong Parents Don't Do*, and *13 Things Mentally Strong Women Don't Do* have been translated into 33 languages. The Guardian dubbed her "the self-help guru of the moment" and Forbes calls her a "thought leadership star." Her TEDx talk, *The Secret of Becoming Mentally Strong*, is one of the most popular talks of all time with more than 8 million views. She's a regular contributor to Forbes, Inc., and Psychology Today where her articles on mental strength reach more than 2 million readers each month. Her advice for building mental strength has been featured by major media outlets, including Fox News, CNN, Oprah.com, Today, Good Morning America, Success, Business Insider, Time, and the Hallmark Channel.

# Northern New England Community Action Conference

## Speaker Biographies

### Emily Parker

Emily is a Senior Manager in BerryDunn's Not-for-Profit Practice Area. She specializes in providing audit and accounting services to not-for-profit, healthcare, and government clients with issues specific to the Community Action Agency, conservation, higher education, and behavioral health industries. Emily regularly develops internal and external sessions on topics from board governance to new accounting pronouncements, and is an active volunteer in her local community.

### Lt. Michael Pearl

First Line Defense was created by Lt. Michael Pearl after the realization that companies were not adequately trained and prepared to handle workplace violence incidents. Lt. Pearl, still an active ranking officer, has done several physical security assessments, evaluated policies and procedures and conducted many full-scale exercises involving hundreds of participants. In addition, he has trained over a thousand police officers and citizens regarding the responses to active shooter incidents with interactive presentations. His career has spanned 18 years covering patrol, undercover operations, detectives bureau and currently the SWAT Commander of a 50 officer regional team. He is a NH Tactical Officers' Association Instructor, an Instructor for the NH Fire Academy regarding Rescue Task Force (RTF) – EMS in the warm zone and most recently sat on the Governor's School Safety Preparedness Taskforce as part of the Emergency Response Working Group. Training is tailored to whatever business you operate, from manufacturing and financial services to deliveries and sales, FLD understands your needs and has the appropriate platform to help keep your employees SAFE!

### Markey Read

An internationally recognized trainer and consultant, Markey Read's innovative and highly interactive approach to Team and Project Leadership through the lens of Personality Type has established her as a thought leader. She specializes in creating more productive and effective work environments. She has 25+ years of experience in coaching, training, developing, and implementing dynamic leadership teams with attention to leadership succession, emerging leaders, and team dynamics. She is a sought-after keynote speaker, facilitator, and trainer in the US and UK and she has successfully facilitated entrepreneurial companies, non-profits, government agencies, and international corporations in transforming their organizational cultures from functional to high performing. Markey is author of *Leadership Styles, Acting on Informed Decisions; Launching & Growing Your Entrepreneurial Dream; and Charting the Course & Landing the Job*. She is Certified in Myers Briggs Type Indicator, FlexTalk, and Emotional Intelligence. She holds a Master's Degree in Leadership and Group Dynamics from University of Vermont.

# *Northern New England Community Action Conference*

## **CONFERENCE PRESENTERS**

*Rebecca Ayling*  
Child & Family Services of NH

*Kate Beever*  
Maine Music & Health, LLC

*Sarah Belliveau*  
BerryDunn

*Jeremy Bouchard*  
Boost Outdoors, LLC

*Ronald Bourque*  
Elder Services of the Merrimac  
Valley, Inc.

*Will Bowen*  
Keynote Speaker

*Eric Burrin*  
US Dept of Energy

*Daniella Cameron*  
Preble Street

*Ann Caraballo*  
Cheshire Medical Center

*Jonathan Cohen*  
CAPLAW

*Sandi Coyle*  
Boost Outdoors, LLC

*William Crandall*  
Western Maine Community Action

*Nick Crosman*  
WIPFLI Macpage

*Eleanor Evans*  
CAPLAW

*Gregg Frame*  
Taylor, McCormack & Frame

*Denise Harlow*  
National Community Action  
Partnership

*Lori Hathaway*  
Southwestern Community Services

*Julia Howland*  
WIPFLI Macpage

*Dr. Samuel Jones*  
Keynote Speaker

*Edith Klimoski*  
Give Way to Freedom

*Josh Larose*  
VT Office of Economic Opportunity

*Michael Maguire*  
Mutual of America

*Allie McCormack*  
Taylor, McCormack & Frame

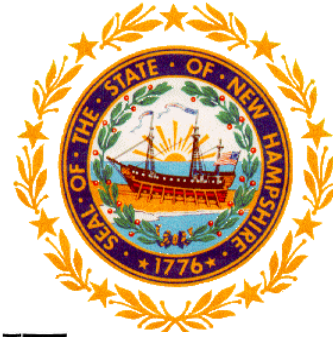
*Amy Morin*  
Keynote Speaker

*Emily Parker*  
BerryDunn

*Michael Pearl*  
First Line Defense

*Markey Read*  
Career Networks, Inc.

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Regional Vice President  
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Sean Bradley  
Account Executive  
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# *Northern New England Community Action Conference*

## Menu

### Welcome Dinner – Tuesday May 14

**Caesar Salad Station** with Grilled Chicken

**Pasta Station:** Garlic Bread, Cheese Tortellini & Penne with Marinara & Alfredo Sauce, Meatballs and Sausage

**Stir Fry Station:** Spring Rolls, Lo Mein, Brown & White Rice, Teriyaki & Szechuan Sauces, Mixed Vegetables, Chicken and Shrimp

**Ice Cream Sundae Bar**

### Wednesday May 15

#### Breakfast

Juices and Seasonal Fruit

Freshly Baked Muffins and Pastries

Low Fat Greek Yogurt

French Toast with Maple Syrup

Scrambled Eggs with Cheddar Cheese & Chives

Home Fries, Sausage Patties & Bacon

#### Lunch

Soup & Gourmet Deli Sandwich Buffet

Roasted Tomato Soup & Grilled Cheese Sticks

Tomato Cucumber Salad

Pre-made Sandwiches: Turkey, Ham & Vegetarian

Ciabatta Bread, Bulky Roll and Whole Wheat Wraps

Assorted Mousse Cups

Iced Tea and Lemonade

#### Dinner Reception

Beef Sliders

Pull Pork Sliders

Black Bean Sliders

BBQ Style Ribs

Assorted Pizza's: Veggie, Pepperoni, Cheese & Margarita

Fingerling Potato Salad, Garden Salad & Chips

Strawberry Shortcake & Maine Blueberry Cake with Whipped Cream

\*\*\*Gluten Free & Vegetarian Selections for Each Meal

# *Northern New England Community Action Conference*

## Menu

### **Thursday May 16**

#### **Breakfast**

Juices and Seasonal Fruit  
Freshly Baked Breakfast Favorites  
Bagels and Cream Cheese  
Cereals and Milk  
Blueberry Pancakes with Maple Syrup  
Sunday River Signature Scramble  
Veggie Hash Browns & Sausage Links  
Pre-Made Parfait Station

#### **Picnic Lunch Buffet**

Garden Salad  
Honey Glazed Corn Bread  
Bone-in Cold Fried Chicken & Sliced Baked Ham  
Home-Style Mac & Cheese  
Baked Beans  
Tri-Apple Coleslaw with Cranberries  
Iced Tea and Lemonade  
Desert

#### **Dinner**

Mixed Greens with Cucumbers, Tomatoes, Cheese, Nuts & Cranberries  
Warm Rolls & Butter  
Roasted Strip Loin of Beef with Cipollini Onion Mushroom & Red Wine Glaze  
Pretzel Encrusted Statler Chicken Breast with Herb Dijon Cream Sauce  
Baked Cod Encrusted with Potato & Chive with Sweet Corn Butter  
Garlic Smashed Potatoes & Roasted Asparagus  
Maple Bourbon Roasted Tri-Color Carrots  
Blueberry Pie & Chocolate Cake

### **Friday May 17**

#### **Breakfast**

Juices and Seasonal Fruit  
Cereals & Milk  
Scrambled Eggs with Cheddar Cheese & Chives  
Bacon & Sausage Patties

\*\*\*Gluten Free & Vegetarian Selections for Each Meal



Be sure to wear your  
name badge  
at all times.

You will need your  
name badge to  
attend the meals  
and workshops

Thank You



# *Northern New England Community Action Conference*

## **Who Are We? - What Do We Do?**

### **Community Action**

Community Action Agencies (CAAs) are dedicated to the principle that poverty should not be a permanent condition of people's lives. Created in the mid-sixties, our organizations empower low income people, with the help of their communities, to lift themselves and their families out of poverty.

With local direction and management, CAAs are able to respond quickly and effectively to the variety of needs of our disadvantaged population. We work closely with local, county, and state governments, as well as other social service agencies, and private industry, including banks, investors and local businesses. Together we strive to marshal as many resources as possible in our efforts to provide comprehensive services responsive to conditions. While we operate similar core programs such as Head Start and Fuel Assistance, each of us also have programs reflecting unique, local needs. Thus one Community Action Agency may specialize in housing, another in transportation, and still another in health and nutrition.

Local tax structures and other economic factors present unique challenges, and can be especially burdensome to those with the fewest resources. With that in mind, we are committed to collaborative efforts in attacking the problems faced by the poor. By partnering with other social service organizations, State Agencies, municipalities and the private sector, we strive to maximize the impact of each dollar in providing services. A strong social service network, including Community Action Agencies, provides communities with cost-effective services, locally controlled and supervised. This is the essence of Community Action.

### **The Promise of Community Action**

*Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.*

### **Community Action Partnership Mission Statement**

*It is the mission of the Community Action Partnership to be a national forum for policy on poverty and to strengthen, promote, represent, and serve its network of member agencies to assure that the issues of the poor are effectively heard and addressed.*



# *Northern New England Community Action Conference*

## **COMMUNITY ACTION CODE OF ETHICS**

We, as Community Action professionals, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity for work; and the opportunity to live in decency and dignity; and with respect for cultural diversity, commit ourselves to:

- ☐ Recognize that the chief function of the Community Action movement at all times is to serve the best interests of the poor, thereby serving the best interests of all people.
- ☐ Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- ☐ Respect the structure and responsibilities of the Board of Directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.
- ☐ Keep the community informed about issues affecting the poor; facilitate communication by the poor with locally elected public officials and the private sector.
- ☐ Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- ☐ Exercise whatever discretionary authority we have under the law to promote the interests of the poor.
- ☐ Lead the Community Action movement with respect, concern, courtesy, and responsiveness, recognizing that service to the poor is beyond service to oneself.
- ☐ Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our community action activities in order to inspire confidence and trust in the Community Action movement.
- ☐ Serve in such a way that we do not realize undue personal gain from the performance of our professional duties.
- ☐ Avoid any interest or activity that is in conflict with the conduct of official duties.
- ☐ Respect and protect privileged information to which we have access in the course of official duties.
- ☐ Strive for professional excellence and encourage the professional development of our associates, including those seeking to become Certified Community Action professionals.

# *Northern New England Community Action Conference*

## MAINE COMMUNITY ACTION ASSOCIATION

[www.mainecommunityactionassociation.org](http://www.mainecommunityactionassociation.org)

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Suzanne Walsh

### Vice President

Jason Parent

### Treasurer

Mark Green

### Secretary

Kara Hay

### Members

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Jason Parent, CEO/Executive Director

*Community Concepts, Inc.*

Shawn Yardley, Chief Executive Officer

*Downeast Community Partners*

Mark Green, Executive Director

*Kennebec Valley Community Action Program*

Suzanne Walsh, Chief Executive Officer

*Midcoast Maine Community Action*

Jessica Tysen, Executive Director

*Penquis*

Kara Hay, President & CEO

*The Opportunity Alliance*

Joe Everett, President & CEO

*Waldo Community Action Partners*

Donna Kelley, Executive Director

*Western Maine Community Action, Inc.*

James Trundy, Interim Executive Director

*York County Community Action Corp.*

Barbara Crider, Executive Director

# *Northern New England Community Action Conference*

NEW HAMPSHIRE COMMUNITY ACTION ASSOCIATION  
[www.nhcommunityaction.org](http://www.nhcommunityaction.org)

President  
John Manning

Vice President  
Betsey Andrews Parker

Secretary- Treasurer  
Donnalee Lozeau

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Betsey Andrews Parker, Chief Executive Officer

*Community Action Program Belknap-Merrimack Counties, Inc.*  
Jeanne Agri, Chief Executive Officer

*Southern New Hampshire Services, Inc.*  
Donnalee Lozeau, Executive Director

*Southwestern Community Services, Inc.*  
John Manning, Chief Executive Officer

*Tri-County Community Action Program, Inc.*  
Jeanne Robillard, Chief Executive Officer

# *Northern New England Community Action Conference*

VERMONT COMMUNITY ACTION PARTNERSHIP  
[www.vermontcap.org](http://www.vermontcap.org)

## President

Steve Geller

## Members

*BROC Community Action in Southwestern Vermont*  
Tom Donahue, Executive Director

*Capstone Community Action*  
Sue Minter, Executive Director

*Champlain Valley Office of Economic Opportunity*  
Jan Demers, Executive Director

*Northeast Kingdom Community Action*  
Jenna O'Farrell, Executive Director

*Southeastern Vermont Community Action*  
Steve Geller, Executive Director



## Northern New England Community Action Conference

### Activity List

**Yoga/Zumba** – W & TH morning 6:30 – 7:20 a.m.

Limited to 12 participants. First come first serve. No charge. Weather permitting - outside



**Hiking** – Trails available throughout the resort.

Check out the hiking maps/trails.



**Board Games, Cards, Chess** – Available each evening.

Moonstruck Café - 6:00 – 11:00 p.m.



**Bingo** Thursday night 8:00 p.m.

**Karaoke Thursday Night in the Camp** 8:00 p.m. with the DJ



**Fire Pit** – Enjoy the evening around the fire.



**Check out the hotel's pool & gym.**

# *Northern New England Community Action Conference*

## **Community/Public Service Award**

Community Action Agencies are committed to providing as much assistance as possible to address the root causes of poverty and the problems faced by those in need. We are often aided in this effort by individuals and organizations that are invested in their communities and equally committed to improving the lives of their fellow residents.

The purpose of this award is to honor these individuals and organizations that have supported the work of Community Action in their communities and/or provided invaluable resources and energy to enable people to cope with hardships and help them move toward self-sufficiency.

## **Personal Achievement Award**

Since their inception as part of the War on Poverty, Community Action Agencies have always been called upon when needed to help individuals and families cope with the hardships of poverty. We have provided the essential necessities of food, clothing, heat, and shelter to help minimize and end the suffering that people in poverty are forced to endure. We have been, and continue to be, the agencies of first contact and the providers of last resort.

Above all, the core of our mission has always been to enable people experiencing financial hardship to lift themselves out of the cycle of poverty and make their way to self-sufficiency. We have not been content to ‘put a Band-Aid’ on the immediate crisis. Rather, Community Action Agencies are committed to providing as much assistance as needed to get to the root causes of the problems and prevent them from returning. Watching our consumers turn their lives around and become successful in reaching their goals are the reasons that most remind us why we do what we do.

We experience great pride and pleasure in recognizing the wonderful achievements that our consumers have accomplished in striving for a better life. Toward that end, the New Hampshire Community Action Association and the Vermont Community Action Directors Association have created an annual ***Personal Achievement Award***. The purpose this award is to honor individuals who have been able to overcome significant challenges in their lives and those of their families by making great progress toward achieving their goals and reaching new levels of self-sufficiency.

## **Maine Community Action Association**

### **Star of Community Action Award**

Each year, since 1995, Maine Community Action has presented its ***Star of Community Action Award*** to recognize a person who has advocated for or defended low income people in the face of serious challenges and in so doing has made a significant difference in the lives of Maine’s most vulnerable citizens.

This award may be presented to recognize a single important event or a career of service. Past winners have included state legislators, state and national advocates and allies from partner organizations.

The common thread that connects all recipients is a commitment to advancing the interests and the well being of low income people.

## *Northern New England Community Action Conference*

### Vermont's Personal Achievement / Community Service Award

Gerald 'Jay' Isakson served on the Capstone Community Action Board of Directors and Executive Committee for six years, and served as Vice Chair for two years. Jay also served on Capstone's Head Start Policy Council for five years and was Council President for three. He was a board member of the New England Regional Head Start Association and the National Head Start Associations' Board of Directors.

Jay has overcome serious adversity in his life. His personal transformation embodies the mission of Community Action. Raised in poverty, Jay spent time in prison, lived in tents, had no direction or sense of purpose. When his son was born he found his way to Head Start and Community Action. People believed in him and empowered him by helping him find his voice and a vision forward.



Over the past 8 years Jay has been a tireless advocate for people who are low-income, in need and vulnerable, and for Head Start and Community Action. He's lobbied elected officials and served as a spokesperson at the state and national level. He's a leader in his own community and a role model for his two sons. Jay even donated an organ to save his wife's life.

Jay brought to the Capstone board an acumen for budgetary and policy-making decisions and helped lead the organization through a difficult leadership transition process. Most importantly, as a representative of the participant sector, Jay brought to life the mission of the organization and the voices of the people whom Capstone and all the Vermont Community Action Agencies serve.

## *Northern New England Community Action Conference*

### Maine Star of Community Action Award Governor Janet Mills

Janet Trafton Mills was sworn in as the 75th Governor of Maine on Wednesday, January 2, 2019.

A fighter for Maine people and a fighter for a better future, Janet Mills ran for governor because she believed it was time for change -- a new direction for the state based on bold ideas and courageous, independent-minded leadership. As governor, she is fighting to see that every Maine person has affordable, high-quality health care, that Maine has a strong economy with good-paying jobs in every part of the state, that every Maine child has access to a world-class education, and that Maine is a place where families can put down roots and raise their kids.



Janet was born and raised in Farmington, Maine, where she still proudly lives today. The granddaughter of Aroostook County potato farmers and the daughter of a long-time high school English teacher and the U.S. Attorney for Maine, Janet learned the value of hard-work at an early age, venturing out early every morning to deliver newspapers along her route and serving meals in the evening at the local diner. She graduated from Mt. Blue High School in Farmington, the University of Massachusetts at Boston, and the University of Maine School of Law.

Janet first entered public service as an Assistant Attorney General, where she prosecuted homicides and other major crimes. After a few years, she was elected District Attorney for Androscoggin, Franklin and Oxford Counties, making her the first woman to be elected as a DA in New England. In that role, Janet saw firsthand how the criminal justice system frequently failed victims of domestic violence. Frustrated by the legislature's failure to take action, Janet co-founded the Maine Women's Lobby to advocate for battered and abused women, and won election to the Maine House of Representatives herself in 2002.

In 1985, she met and married the love of her life, her husband, Stan Kuklinski, a widower with five young daughters ages four to sixteen. Janet and Stan moved back to Farmington, and she became a full-time mom to five daughters who she helped raise while working full-time herself. She is now the proud grandmother to three grandsons and two granddaughters.

After a devastating stroke, Stan passed away in 2014. In the last year of his life, Janet learned firsthand what thousands of Maine families go through every year—a complex and confusing health care system, rejection letters from insurance companies, and unaffordable prescription drugs even for those lucky enough to have coverage. This is one of the reasons why Janet is so determined to ensure that every Maine person and every Maine family has access to affordable, high-quality health care. Prior to becoming governor, Janet served as the Attorney General of Maine – the first and only woman to hold the job. As Attorney General, Janet has made it her mission to stand up to those who have tried to exploit Maine people—from fighting dishonest mortgage lending companies to help keep Maine people in their homes, to fighting big Pharma for their role in creating the opioid crisis and then using that money to purchase overdose-reversal kits that have saved more than 500 lives, to fighting to protect health care coverage for young adults.

Governor Mills is the first woman governor of Maine. In her historic victory, she earned more votes than any governor in state history and is first governor since 1966 to win a majority of the vote for her first term.

## *Northern New England Community Action Conference*

### **Past Award Recipients:**

#### **2018**

Maine: Kaitlyn Paulette  
Judy Frost  
New Hampshire: Jason McDonough  
Vermont: University of  
Vermont Medical  
Center

#### **2017**

Maine: Norma & Paul  
Desjardins  
New Hampshire: Savannah Keough  
Vermont: Hal Cohen

#### **2016**

Maine: Senator Susan Collins  
Connie Sandstrom  
New Hampshire: Ruth Banley  
Vermont: Karen Moran Lafayette

#### **2015**

Maine: Fen Fowler  
Pat Kosma  
Vermont: Brent Farrell

#### **2014**

Maine: Charlie Newton  
New Hampshire: Ross Beaudoin  
Laura Janian  
Vermont: Martha Robertson

#### **2013**

Maine: United State Senator  
Susan Collins  
New Hampshire: Howard Altschiller  
Vermont: Janice McElroy  
Marilyn Bedell

#### **2012**

Maine: Steve Ward  
New Hampshire: Regina Lamprey  
Vermont: Miguel Bernard-  
Rivera

#### **2011**

Maine: Claudette Dupee  
New Hampshire: Jami-Lynn Bleyl  
Vermont: US Senator Bernie  
Sanders

#### **2010**

Maine: Charleen Chase  
New Hampshire: Kathy Duffy  
Vermont: Tony Morgan

#### **2009**

Maine: Pat Ende  
New Hampshire: Kymberly Desmond  
Lori Hathaway  
Vermont: State Senator Doug  
Racine

#### **2008**

Maine: US Senator Snowe  
New Hampshire: Dorian Petranec  
Raymond Burton  
Vermont: Fuad Ndibalema,  
David Tucker



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### **dawn butterfield**

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### **Priscilla Dorman**

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### **Steve Geller**

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### **Brian F. Hoffman**

Sponsor Co-Chair & Golf Chair

### **Donna Kelley**

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### **Nancy Kilbride**

Events Your Way LLC

### **Regina Lamprey**

NH Dept of Health & Human Services  
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### **Chris Libby**

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### **Greg Schneider, Conference Chair**

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### **Suzanne Walsh**

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The Conference Planning Committee  
has a few open seats. If you are  
interested in participating contact  
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- Looking for high energy people
- Ideas on workshops & speakers
- How to improve the conference
- Committee meets 8 times/yr in person or via phone

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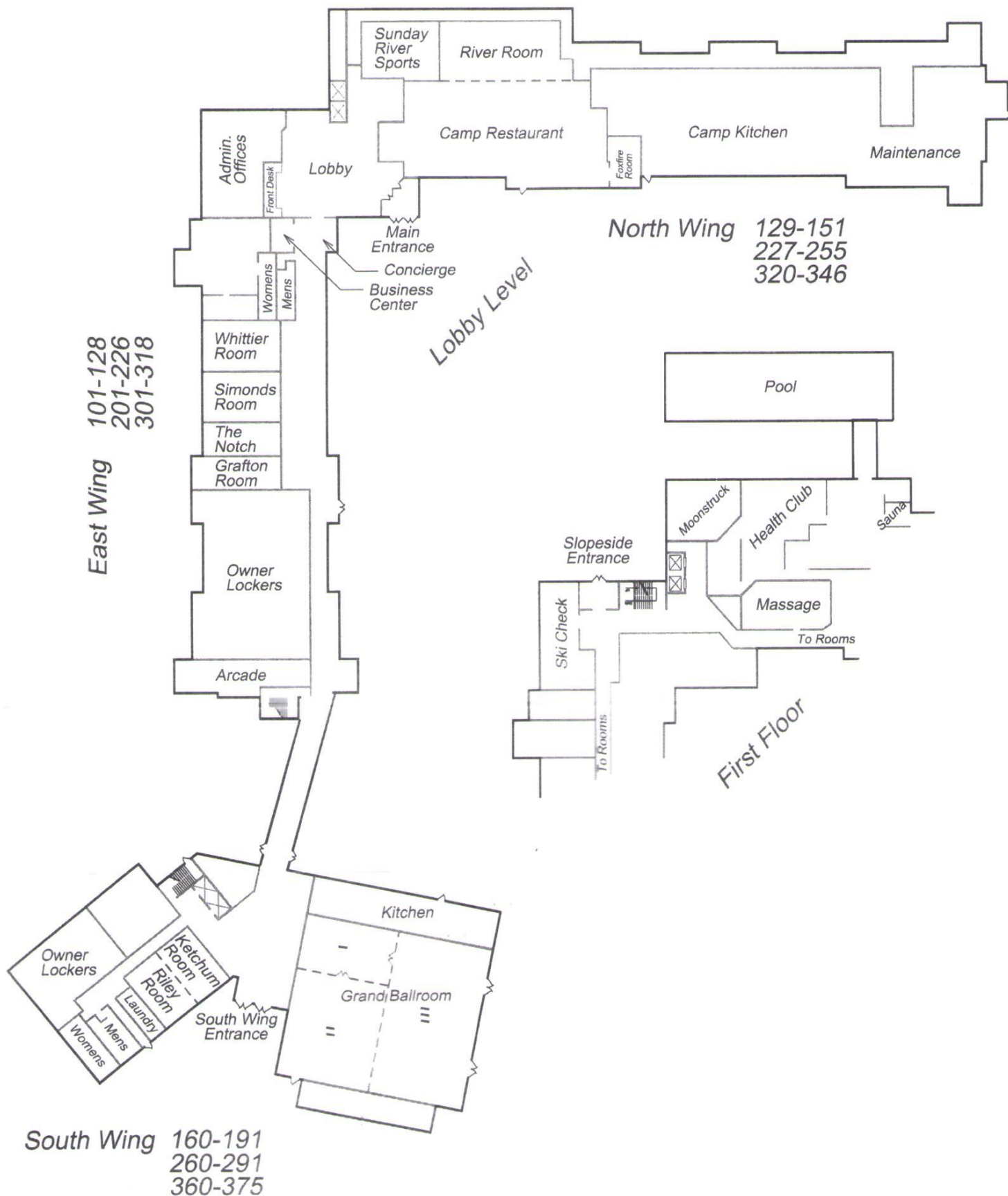
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# The Grand Summit Hotel And Conference Center



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