



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.	Exhibitor Set Up ~ <i>Exhibit Causeway</i>
6:00 – 8:00 p.m.	Dinner – Join us for a relaxed and fun evening with various food selections. Come and go as you wish during the two hour meal time. Meet and greet colleagues, friends, co-workers, sponsors and exhibitors ~ <i>Grand Ballroom</i>
7:30 – 11:00	Entertainment: The Ben Kilcollins Band ~ <i>The Camp Lounge</i>
8:00 p.m.	Makin' Music with My Friends 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 <i>Ski Check Room on the 2nd floor (at the top of the stairs above the lobby)</i> and the music will start <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> 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.	Yoga – Limited to 12 participants. First come – first served. <i>Location TBA.</i>
7:00 – 8:30 a.m.	Breakfast Buffet ~ <i>The Camp</i>
7:00 – 8:00 a.m.	Exhibitor Set Up ~ <i>Exhibit Causeway</i>
8:00 – 8:30 a.m.	Coffee with Exhibitors ~ <i>Exhibit Causeway</i>
8:30 – 10:00 a.m.	Welcome and Keynote Speaker: <i>Will Bowen: 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.	Coffee with Exhibitors ~ <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 music and art 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 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

Continued Wednesday May 15, 2019 ~ 3:00 – 4:30 p.m.

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. *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.*

5:00 – 6:30 p.m.

Leadership Reception ~ River Room

An informal gathering of Chief Executive Officers (CEO), Executive Directors (ED) 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 individuals who are new in their leadership positions.

5:00 p.m.

Shuttle Bus Service to South Peak Base Lodge –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.

Outdoor Barbeque & Entertainment – South Peak Base Lodge. Join us for another fun filled evening at the South Base Lodge! Mingle with your friends while enjoying an outdoor barbeque at the base lodge or let the Chondola sweep you up the mountain to take in the gorgeous view while sipping on your favorite beverage. Available again this year are the Twin Zip Lines. Be sure to wear comfortable clothing and be ready for some fun. For your dancing pleasure **beginning at 7:30 – 11:30 p.m. Pete Kilpatrick Band will be performing in the Foggy Goggle.**

Thursday May 16, 2019

6:30 – 7:20

Zumba – limited to 12 participants. First come-first served. *Location TBA*

7:00 – 8:30 a.m.

Breakfast Buffet ~ *The Camp*

8:30 – 10:00 a.m.

Keynote Speaker: *Dr. Samuel Jones: Closing the Gap between Average and Excellent ~ Grand Ballroom*

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.

(4)Concurrent Workshops: 90 minutes

1. Prescription Drug Misuse/Abuse ~ *Ketchum*

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).

Ann Caraballo, Cheshire Medical Center

2. Leadership & Followership Styles ~ *River Room*

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.

Markey Read, Career Networks, Inc.

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

3:00 – 4:30 p.m.

Continued Thursday May 16, 2019 ~ 3:00 – 4:30 p.m.

(4) Concurrent Workshops: 90 minutes

1. Current Trends in Poverty and How CAA's Are and Could be Responding to Them ~ *Ketchum Denise Harlow, National Community Action Partnership*

2. Common Supervisor Pitfalls/Employment Law ~ *River Room*

In this interactive presentation, we'll 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.

Allie McCormack & Gregg Frame, Taylor, McCormack & Frame

3. Life Skills – Connecting Clients to the Community ~ *Whittier*

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.)

Lori Hathaway, Southwestern Community Services, Inc.

4. Tax Reform Changes and the Potential Impact on Your Organization ~ *Simonds*

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.

Julia Howland & Nick Crosman, Wipfli Macpage

4:30 – 6:00 p.m.

Time on Your Own

6:00 – 8:00 p.m.

Awards Banquet ~ *Grand Ballroom*

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 we can relax and enjoy the meal.

8:00 p.m.

Bingo ~ *Grand Ballroom*

Join your colleagues as NNECAA 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.

8:00-12:00 p.m.

Entertainment & Karaoke DJ Danny DeBruin ~ *The Camp Lounge*

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
@ the New England CAP Spring Conference
Sunday River, May 19-22, 2020