



2016 Human Services Conference

Partners in Excellence

Hosted by MCAP

May 3-5, 2016

Tuesday, May 3

10:30 – 12:00 Session #1	Board Governance	The Thriving CAA's Five Types of Organizational Capital	ROOM: Burke
	Management & Administration	Ted Edlich, Author Together, with workbook, we will explore, assess, and create a plan to increase the capital required for an agency to be a Thriving Community Action Agency: Vision Capital (why do you exist). Organization Culture Capital (engaging board and staff to create a high impact culture). Human Capital (talents, commitment, self-discipline and emotional intelligence). Financial Capital (all resources). Social Capital (the organization's reach to positions of influence and power).	
	Direct Services	Energy Savings for Low Income Families	ROOM: Lindsay C
	Emergency Assistance	Richard Doran, Fuel Funds of Maryland High utility bills cause enormous stress for every low income family. This workshop will offer practical actions that families can take to lower their energy bills through the Watt Watches program.	
	Direct Services	Coordinating Comprehensive Services for Homeless Consumers	ROOM: Lindsay B
	Emergency Assistance	Meagan Hustings, National Coalition for the Homeless (DE); James Freeny, Coalition for the Homeless (DC); Vidia Dhanraj, Baltimore City Homeless Services (MD) In this workshop you will discover the Best Practices of colleagues in providing comprehensive services for homeless consumers. The panel will discuss challenges in coordinating service and breakthroughs that they have engineered to successfully serve.	
	Board Governance	Program Governance of Head Start for Governing Bodies & Policy Councils	ROOM: Lindsay A
	Management & Administration Head Start	Monica Oritz, Consultant Governing body and Policy Council members of Head Start programs will learn about the federal regulations outlining their shared governance, operating responsibilities, and fiscal oversight of Head Start programs.	
	Direct Services	Focusing on Eradicating Childhood Obesity	ROOM: Granson
		Jennifer Thomas, Western Maryland Health System Is childhood obesity an accident? Are we doing enough to discourage it? Do parents and nonprofit program coordinators know enough to stop it? This workshop will arm you with the information you need to stop lives from being injured.	
	Board Governance	Growing Your Future with a 403(b) Plan	ROOM: McIntosh
		Francel Smith, Benefits Perspectives, Inc. The presentation will address how to build your retirement income faster than other traditional savings vehicles. Our contracts offer higher pre-tax contribution limits than a traditional IRA thus reducing your taxable income. It is a convenient, regular savings program which allows growth on a tax-deferred basis until distributions are received, usually at retirement. Each account is individualized and flexible to meet the specific needs of each participant.	
12:00 – 1:00	<i>Lunch on your own</i>		
1:00 – 2:00	Opening General Session		ROOM: Fitzgerald C

2:15 – 3:30 Session #2	Management & Administration	The Thriving CAA's Five Types of Organizational Capital ROOM: Burke
		Ted Edlich, Author Together, with workbook, we will explore, assess, and create a plan to increase the capital required for an agency to be a Thriving Community Action Agency: Vision Capital (why do you exist). Organization Culture Capital (engaging board and staff to create a high impact culture). Human Capital (talents, commitment, self-discipline and emotional intelligence). Financial Capital (all resources). Social Capital (the organization's reach to positions of influence and power).
	Emergency Assistance	Maryland's Interagency Council on Homelessness' Focus on Youth, Veterans and Other Special Populations ROOM: Lindsay B
	Direct Services	Heather Sheridan, Maryland Department of Human Resources This session will share the Council's work on improving the lives of all individuals experiencing homelessness, including special populations such as youth and families, chronically homeless, and veterans.
	Direct Services	Rapid Rehousing ROOM: Granson
		Charmaine Aponte and Dorice Ballard, Community Assistance Network Get an in depth understanding of Rapid Rehousing best practices and appropriate strategies for success, various types of housing and choosing the right client for the right home, and building healthy relationships with Property Owners and Landlords. We will share the values of our Aftercare community support linkage utilized to ensure stability, reduction of recidivism and why Rapid Rehousing is a Win Win for all!"
	Board Governance	The Strategic Planning of Moving Your Organization Forward ROOM: Lindsay A
	Head Start	Octavia S. Caldwell, ROC Consultants This session will provide a detailed understanding of each of the building blocks that make up a strategic plan and strategies for facilitating teams through the strategic planning process. You'll learn the Drivers Model, a road map for constructing a strategic plan for your organization and tips for judging the quality of each component of your plan, and more.
	Direct Services	Transforming Utility Bill Assistance with the Help of Technology ROOM: Lindsay C
		Richard Doran, Fuel Funds of Maryland This session will contrast traditional with our new service model in which most clients do not go to an agency at all and staff time per client can be less than a half hour. We will also explore how we re-defined long-standing partnerships to use the new service model to drastically reduce the number of people working on utility assistance.
	Emergency Assistance	Delivering Vital Benefits to Clients with Critical Medical Needs ROOM: McIntosh
		David Conn, BG&E and Cindy Carter, Cancer Support Foundation, Cindy Riely, MD Office of People's Council This session will discuss the Critical Medical Needs Pilot program, and how two organizations worked together to launch the program at no additional cost to their operations. You will learn easily implementable best practices on problem identification, and program design, training, launch and implementation. Particular focus will be paid on the smooth flow of information about clients' needs among the various players, the role of training in ensuring that quality service is provided; and how to craft a sustainable solution that brings value to all parties involved.
3:45 – 5:00 Session #3	Management & Administration	Social Return on Investment: A Hands On Workshop ROOM: Burke
		Frederick Richmond, Center for Applied Management Practices Funding for social service agencies is very competitive and agencies need to better demonstrate the positive impact they have on clients and their communities. Social Return-on-Investment, an adaptation of a standard business practice, can be used by Community Action Agencies to demonstrate the value of services and outcomes/results.
	Emergency Assistance	The Pepco Holdings and Exelon Merger ROOM: McIntosh
		Gary Stockbridge, Delmarva Power and Michael Hoy, Pepco Holdings Mergers and acquisitions in the US electric utilities industry have occurred with a steady pace over recent few years. The industry has seen over 100 mergers and acquisitions over the past 20 years. Learn more about the rationale for this merger, its major benefits and the potential value to stakeholders.

	Head Start	Trauma Informed Care –Working with Children, Adults & Families	ROOM: Lindsay B
	Direct Services	Felicia Veale-Buckson, Helping Hands Training and Consulting Services This session will examine the prevalence of and effects of a history of trauma among children, adults and families. Trauma can limit the best efforts of our work, and the presenter will share strategies to understanding trauma and modifying current practices to promote more positive outcomes.	
	Emergency Assistance		
	Board Governance	Guiding Board Strategy on Key Issue Advocacy	ROOM: Granson
		Walt Woods, Montgomery County Community Action Board; Laurie-Anne Sayles, Montgomery County CAA Leah Goldfine This workshop will explain why universal Prekindergarten should be a goal for the entire country. Workshop leaders will focus on best practices from their experience advocating for this important issue with the Montgomery County Community Action Board. Participants will learn about specific examples of the Board's effective advocacy and will have the opportunity to share their own Board's successful advocacy efforts.	
	Direct Services	Regional Approaches to EITC/Financial Empowerment	ROOM: Lindsay A
		Sharon Strauss, Montgomery County Community Action Agency How does one every pull himself out of poverty into financial fluidity? Learn how to guide consumers into saving and becoming financially empowered. Learn how to teach and encourage consumers to take advantage of the EITC program, one of the nation's most powerful anti-poverty tool.	
	Direct Services	Solutions to Economic Issues that Affect Every Food Pantry	ROOM: Lindsay C
	Emergency Assistance	Dario Muralles, Capital Area Food Bank (DC); Mel Brennan, Maryland Food Bank (MD); Rachel Neill, Gedco Cares (MD) This session features a panel who will share their best practices on economic solutions they have found to be helpful. Attendees can ask for suggestions and guidance in protecting their food pantry.	
5:00 – 7:00	MCAP Reception		
Wednesday, May 4			
9:00 – 10:30 Session #4	Management & Administration	Implementation of the Organizational Standards for CAAs	ROOM: Lindsay A
		Jarle Crocker, NCAP This session is designed to help Community Action Agencies plan for implementing the Organizational Standards. Topics include how to prepare staff to assess compliance issues and gather documentation, using the Standards to improve agency performance, how to access and use key resources on the Standards from the Partnership, and discussion of additional technical assistance needs the Partnership can address. Attendees will also have the opportunity to “troubleshoot” issues with their internal assessment.	
	Emergency Assistance	Assessing the Emergency Solutions Grant for Homelessness	ROOM: Burke
		Steve Holt, Housing & Community Development The Emergency Solutions Grant provides funding for services that assist individuals and families experiencing or at risk of homelessness. The session will review the five activities that can be funded through ESG using a comprehensive approach to homelessness that results in clients moving into permanent housing, and how local jurisdictions can maximize their outcomes from ESG.	
	Direct Services	Human Trafficking: Our Region is a Goldmine	ROOM: Lindsay C
		Detective Thomas Stack, State of Maryland Our region, with its beltways and daily hustle provides the perfect ground for human trafficking, especially of women and children. This session will develop your awareness of the magnitude of this problem and share information for you to help to stop this travesty.	
	Management & Administration	Diversity: A Common Sense Approach to Valuing Differences	ROOM: Granson
	Direct Services	Leroy Young Do year hear people making negative comments or using inappropriate labels and stereotypes about others who are different from them, or making assumptions about people based on their race, religion, size, socio-	

		economic level, interests, sexual orientation, personality, or abilities? This explores the impact of bias in ourselves, as well as in the communities we serve. Learn strategies to help you take action to address bias. Participants should come ready to learn, have fun, and “Cogitate!”
	Board Governance	Tools and Techniques for Effective CAA Board Leadership ROOM: McIntosh
		Allison Ma’Luf, CAPLAW The foundation of a strong CAA is rooted in a knowledgeable, engaged and active tripartite board. We will explore how board members of both public and nonprofit CAAs fulfill the CSBG mandate to “fully participate in the development, planning, implementation, and evaluation of the [CSBG] program, including how the CSBG Organizational Standards impact the ways in which a board fulfills its governance responsibilities. We will also briefly address composition, selection and recruitment of the three board sectors (public, low-income and private).
	Head Start	Addressing Behaviors – Tools for Solving Behavior Problems ROOM: Lindsay B
	Direct Services	Beth Boyle, Johns Hopkins University Participants will learn about how to determine what children are communicating through problem behavior, as well as strategies for addressing problem behaviors in the classroom and home. Videos and online resources, through the Making Access Happen Toolkit, will be provided for demonstration and discussion.
10:45 – 12:15 Session #5	Management & Administration	ROMA Updates ROOM: Lindsay A
		Jarle Croker, NCAP and Dana Jones, United Planning Organization This session will share the latest updates in ROMA. Hear the new information and ask the experts for guidance in implementing the new / updated regulations.
	Management & Administration	Making Data Work For You ROOM: McIntosh
	Emergency Assistance Direct Services	Jason Burns, Team HMIS This workshop will discuss and review performance measures by program type, how to use free software, and how to create and maintain a centralized database for all CAC needs, etc.
	Direct Services	Understanding & Addressing Transgender Issues ROOM: Granson
		Susan Garner, PFLAG Columbia, Howard County Maryland Transgender individuals are often misunderstood and singled out for bullying, harassment and violence. This presentation will help you understand the risks transgender persons face, how it impacts their well-being and success at school, home and in the community and how you can quickly and comfortably step in to support these individuals, making life safer and more productive for them.
	Management & Administration	Protecting Yourself & Your Agency from Liabilities & Risks ROOM: Burke
	Board Governance	Blake Curry, Bruce Grau & Associates, Michelle Pray, Prosgit, Brendon Dolan, Tangram There is inherent risk in every organization. Assessing and addressing potential risk will keep the employees, consumers and the agency itself safer and healthier. This workshop will give you useful tools to decrease risk in policies and procedures related to CSBG, ROMA, IM138, HR1655, cyber security and liability, employee exposures and liabilities, and personal liabilities.
	Head Start	Addressing Behaviors – Tools for Solving Behavior Problems ROOM: Lindsay B
	Direct Services	Beth Boyle, Johns Hopkins University Learn about how to determine what children are communicating through problem behavior, as well as strategies for addressing problem behaviors in the classroom and home. Videos and online resources, through the Making Access Happen Toolkit, will be provided for demonstration and discussion.
	Direct Services	Tapping In to Community Development Resources ROOM: Lindsay A
	Emergency Assistance	Odette Ramos, Community Development Network of Maryland Find out more about the Community Development Network of Maryland and the resources the organization provides. Find out about important community development, community services and anti-poverty legislation in the General Assembly and upcoming trainings CDN is providing.

12:00 – 1:00	Lunch on your own	
1:30 – 3:00 Session #6	Management & Administration	CSBG Administration Workshop: Updates and Best Practices ROOM: Lindsay A
		Michelle Bass, Maryland Department of Housing and Community Development This CSBG Administration Workshop will provide information to CAA agencies to go over the Federal Fiscal Years 2017-18 CSBG application process and updates regarding Maryland CSBG State Office Center of Excellence Organizational Standards Process. It will provide updates of U.S. Department of Health and Human Services CSBG program.
	Management & Administration	IT - Youth Tech – Living Wage Jobs for Disconnected Youth 18 – 26 ROOM: Granson
	Direct Services	Dana Jones, United Planning Organization This session will describe a program that enables disconnected youth to enroll in and complete technology training that will enable them to qualify for good IT jobs that pay a living wage.
	Head Start	The Individuals with Disabilities Education Act: Protecting Our Children ROOM: Lindsay C
	Direct Services	Mary Ellen Lewis, Johns Hopkins University It is no secret that the children we serve are most at risk educationally. IDEA requires that their needs be assessed and addressed. Learn the right included in this law and how to make it work for your consumers.
	Head Start	Conflict Resolution with Families & Consumers ROOM: Lindsay B
	Direct Services	Octavia S. Caldwell, ROC Consultants Working with consumers is often stressful for them and you, but adding the needs and desires of their families adds another layer of complication, and often conflict. Learn some great strategies for resolving conflict among the various parties.
	Direct Services	Identifying Funding Resources of DHCD ROOM: Burke
	Board Governance	Karen Forbes, Maryland Department of Housing Come and explore several funding opportunities specifically geared for nonprofit organizations: Community Investment Tax Credit, Endow Maryland Tax Credit and the new Nonprofit Assistance Fund programs.
	Direct Services	Integrating Food with Safety Net Services ROOM: McIntosh
	Emergency Assistance	Sasha Ernest, Capital Area Food Bank (DC); Rachel Neill, Gedco Cares (MD) Housing without food, mental health help without food, any program without food can only have limited effects. Learn how to integrate this most vital component into all of your safety net programs.
3:15 – 4:45 Session #7	Management & Administration	Identifying & Winning Grants to Fund Essential Services ROOM: Lindsay C
		Libby Hikind, GrantWatch There are a great many grants available locally and throughout the USA from both government and foundations for nonprofit organizations. This hands-on workshop (bring your laptops) will expand your knowledge of searching for available grants and collaborating with other organizations. This workshop will also show you how to easily get an article published to share what you've learned running your own nonprofit with other nonprofits around the world.
	Emergency Assistance	Public-Private Partnerships for Times of Crisis – Food & Hunger ROOM: McIntosh
		Gregory Roane, State of Delaware; Ella Daniels, Capital Area Food Bank Small and large businesses are great resources to nonprofits during times of extreme need. This workshop will give examples of how to reach out to the for-profit community for intermittent help with the immediate need is nearly overwhelming.
	Emergency Assistance	Mental Health Awareness: Beyond Blue ROOM: Burke
	Direct Services	Kim A. Beverly-Muhammad, Anne Arundel Community Action Agency

		Mental health issues are more common than one could imagine. Sometimes it can be difficult to identify the signs that are telling us we need to have our mental health checked out. This work shop is geared to identifying triggers and red flags of possible mental health concerns, and will include coping strategies that can help when feeling blue or depressed.
	Board Governance	Effectual Steps to Board Excellence ROOM: Granson
		Heather Iliff, Maryland Nonprofits Board members and executive directors play an important role in ensuring a high-performing board. This training provides an in-depth review of best practices proven to strengthen operations, and enables boards to: establish effective management policies and procedures; assure adequate human and financial resources; and monitor the organization's financial and programmatic performance.
	Head Start	Using Performance Measurements to Win Grants ROOM: Lindsay A
	Direct Services	Octavia Caldwell, ROC Consultants The new Federal Uniform Grant Guidance focuses on program performance. Most foundations have implemented some type of outcomes-based performance metrics. This session will pull best practices to help you use outcomes-based performance measurement to win more grants. Session will include time to compare notes with colleagues and preparation of a strategy to take back to organizations to begin working toward a more strategy-focused and results-based approach to grant efforts.
	Head Start	Understanding Autism Spectrum Disorders (ASD) ROOM: Lindsay B
	Direct Services	Neal Lichter and Trish Kane, Pathfinders for Autism Neal and Trish will offer attendees a practical understanding of Autism Spectrum Disorders (ASD) using experiential exercises and personal experiences. They will discuss current issues affecting the lifespan for individuals and families dealing with the challenges of ASD and how PFA supports Maryland's Autism community.
6:00 – 9:00	MCAP Awards Dinner / Hospitality Suite immediately following ROOM: Fitzgerald C	
Thursday, May 5		
9:00 – 10:30 Session #8	Management & Administration	Re-Tooling of Leadership for Effective Change Management ROOM: Lindsay C
	Board Governance	Darius A. Stanton, The Stanton Group What is happening within the micro or macro systems in your organization's environment that you see needs changing? How do we create functional systems, and solution oriented leadership mindsets and cultures? The answer is retooling leadership, an action that requires self-assessment, replacing, and reorganizing your enterprise regardless of the politics. Walk away with a work-plan to impact your organization!
	Emergency Assistance	Evaluating Issues and Preventing Consumer Home Eviction ROOM: Burke
		Karen Garrett, First State CAA (DE); Matt Hill, Public Justice Center (DC); Owen Jarvis, St. Ambrose Housing Learn from successes across the region as this panel shares their processes in preventing consumers from home evictions.
	Emergency Assistance	Making a Difference in the Epidemic of Drug Addiction – Part 1 ROOM: McIntosh
	Direct Services	Ken Dickinson and Dan Gugliuzza, Gaudenzia, Inc. The destruction that drugs are causing to our communities is almost immeasurable. Death, crime, inability to learn are only some of the issues that affect not only the drug users but also family members and victims. This workshop will discuss programs that are making a difference and areas that are still needed to save the lives of our community members. This 2-part workshop in order to have time to cover the scope of the topic.
	Management & Administration	Basics: Revitalizing Your Marketing With Online 3rd Party Helper Apps ROOM: Lindsay C
		Anne Towne & Kristy Jones Cooper, Towne Group Struggling with on-line techniques for engaging critical stakeholders to your web site or social media platform? This session will give a "cooks tour" of 3 rd party "helpers" that are free or almost free. It will discuss your website, social media outreach, newsletter, blogs and more.

	Management & Administration	Increasing Services with Volunteers through CSBG and AmeriCorps ROOM: Lindsay B
	Direct Services	Kerry Ose, Maryland's Governor's Office of Community Initiatives; Nimat Traore, AmeriCorps, Montgomery County Community Action Agency; Cecilia Depman, Americorps VISTA, Maryland Hunger Solutions Funding adequate staff to provide all of the services we want to provide is often a real challenge. This workshop will show you some low-cost and no-cost option to increasing your staffing needs.
	Head Start	Maryland's Food Supplement Nutrition Education Program ROOM: Granson
	Direct Services	Lisa Lachenmayr, University of Maryland Extension Maryland's Food Supplement Nutrition Education offers nutrition education programs to help SNAP households and those eligible for SNAP. These programs are provided at no cost to support the work of community agencies serving SNAP-eligible individuals and families, such as literacy centers, local food banks, soup kitchens, WIC offices, senior centers, community centers, neighborhood groups, and homeless shelters
10:45 – 12:00 Session #9	Board Governance	Communication Tools to Tell Your Stories ROOM: Granson
		Sheila Johnson, Strategic Economic Solutions, LLC You already see the value in connecting via social media. The challenge is figuring out what to do with social media to drive real results for your organization. From Facebook to live streaming (Periscope, Blab, Meerkat, etc.), this seminar is the "what, why, and how" of social campaigns: how to amplify word of mouth through engagement, stay top of mind to make it easy for others to share your message, and measure results. You'll also learn 10 best practices that you can do today to supercharge your marketing and take that word-of-mouth marketing to the next level.
	Emergency Assistance	SNAP Changes – Able-Bodied Adults Without Dependents Rules, Policies and Exemptions ROOM: Burke
		Rachel Tucker, Maryland Hunger Solutions Through no fault of their own, thousands of consumers are not able to work the required number of hours to qualify for SNAP benefits. Attendees in this session will learn Able-Bodied Adults Without Dependents rules, policies and exemptions. Enhance your community outreach with this knowledge.
	Emergency Assistance	Making a Difference in the Epidemic of Drug Addiction – Part 2 ROOM: McIntosh
	Direct Services	Ken Dickinson and Dan Gugliuzza, Gaudenzia, Inc. The destruction that drugs are causing to our communities is almost immeasurable. Death, crime, inability to learn are only some of the issues that affect not only the drug users but also family members and victims. This workshop will discuss programs that are making a difference and areas that are still needed to save the lives of our community members. This will be a two-part workshop in order to have time to cover the scope of the topic.
	Management & Administration	Evaluating Our Progress in Meeting the new Organizational Standards for CAAs through Self-Assessment - Exchange of Strategies and Ideas ROOM: Lindsay B
		Stuart Campbell and Michelle Bass, DHCD <i>This session is open to CAA Executive Directors or their designees only.</i> The workshop is designed for Executive Directors to meet and discuss their progress on meeting the Self-Assessment mandate for the CSBG Program. Participants can share successes and support colleagues in attaining successful completion of the mandate.
	Head Start	Play with a Purpose: Essential Elements in Early Childhood Education ROOM: Lindsay A
	Direct Services	Sherrett Jacobs, 360 Degrees Play with a Purpose is designed to identify the various styles of play. This training will define and identify essential components of play in Early Childhood Education. Participants will gain strategies on how to guide play, skills and techniques to move children progressively through the learning continuum.
	Board Governance	Re-Tooling of Leadership for Effective Change Management ROOM: Lindsay C
	Management & Administration	Darius A. Stanton, The Stanton Group What is happening within the micro or macro systems in your organization's environment that you see needs changing? How do we create functional systems, and solution-oriented leadership mindsets and cultures? The

		answer is retooling leadership, an action that requires self-assessment, replacing, and reorganizing your enterprise regardless of the politics. Walk away with a work-plan to impact your organization!
12:00 – 1:30	Partnership Awards Luncheon & Silent Auction	ROOM: Fitzgerald C