

Maryland Community Action Partnership



REDEFINING POSSIBILITIES STRENGTHENING FAMILIES & COMMUNITIES

May 2 - 5, 2023 | Bethesda, MD

MCAP 2023

Annual Human
Services Conference



**Conference
Agenda**



The Bethesdan Hotel
in Bethesda, MD



www.maryland-cap.org



CONFERENCE AGENDA

SCHEDULE AT-A-GLANCE

Pre-Conference - Tuesday, May 2, 2023

8:00am - 5:00pm	<i>Registration Opens</i>
1:00pm - 3:00pm	<i>ROMA Alliance</i>
3:00pm - 5:00pm	<i>MCAP Board of Directors Meeting</i>
3:00pm - 5:00pm	<i>HR/Fiscal & Whole Family Peer Group Meetings</i>
5:00pm - 7:00pm	<i>Board Reception - MCAP Board of Directors</i>

Conference Opens - Wednesday, May 3, 2023

8:00am - 5:00pm	<i>Registration & Exhibitor Hall</i>
9:00am - 10:00am	<i>MCAP Board of Directors Breakfast</i>
9:30am - 12:00pm	<i>Pre-Conference: NCAF - War on Poverty</i>
10:00am - 12:00pm	<i>Pre-Conference: Hot Topics & Promising Practices</i>
1:00pm - 2:30pm	<i>Opening Session</i>
2:45pm - 5:15pm	<i>Breakout Sessions & Roundtables</i>
5:30pm - 7:00pm	<i>Networking Reception</i>

Day 2 - Thursday, May 4, 2023

8:00am - 5:00pm	<i>Registration & Exhibitor Hall</i>
9:00am - 10:30am	<i>MCAP Awards Breakfast</i>
10:45am - 12:00pm	<i>Breakout Sessions</i>
12:00pm - 1:15pm	<i>Lunch On Your Own</i>
1:30pm - 5:00pm	<i>Breakout Sessions & Roundtables</i>

Day 3 - Friday, May 5, 2023

8:00am - 12:00pm	<i>Registration & Exhibitor Hall</i>
9:00am - 12:00pm	<i>Breakout Sessions</i>
12:30pm - 2:00pm	<i>Closing Luncheon</i>

PRE-CONFERENCE AGENDA

TUESDAY, MAY 2, 2023

8:00am - 5:00pm
1:00pm - 3:00pm
3:00pm - 5:00pm
3:00pm - 5:00pm
3:00pm - 5:00pm
5:00pm - 7:00pm

Registration
ROMA Alliance
MCAP Board Meeting
HR/Fiscal Peer Group
Whole Family Peer Group
Board Reception



WEDNESDAY, MAY 3, 2023

8:00am - 5:00pm
9:00am - 10:00am

Registration & Exhibitor Hall Open
MCAP Board Breakfast

Pre-Conference Sessions



9:30am-12:00pm

History of Community Action and the War on Poverty

David Bradley, Co-Founder & CEO, National Community Action Foundation

The fight to eradicate poverty in America was never seen as an easy or short struggle. This is a deeper-divide overview of our 59-year history that is guaranteed to surprise, shock, and motivate those who attend. We'll discuss Community Action's roots, controversies, Presidential opposition, and support. Most importantly, we'll talk about the leadership that CAAs have provided to keep the War on Poverty fresh in the hearts and minds of Americans.

Who should attend? *All new Community Action staff and Board Members*

This session requires a \$50 add-on to conference registration.

10:00am-12:00pm

Hot Topics & Promising Practices

This series of topics will include highlighting innovative programs to address the most pressing needs facing our communities. We'll address youth homelessness, highlight innovative affordable housing examples and more...

Youth Homelessness - *Nicole Brant, Allegany County HRDC; April Sisler, Garrett County Community Action Committee*

The challenge of youth homelessness affects today's population at a pivotal point in their lives. A point where youth should be determining educational and career decisions that can impact achieving sustainable wages. Unaccompanied youth under the age of 24 years of age, or families with children and youth specifically need access to coordinated, collaborative intervention efforts to address workforce barriers, access training, and find sustainable employment opportunities. The Workforce Solutions to Address Homelessness initiative provides access to foundational and essential skills training for individuals who are currently employed, underemployed, or in search of employment by offering customized work readiness skills instruction. Workforce development and education are key components in our Two Generation/Whole Family Approach to providing services, and strategies are in place to promote school readiness and post-secondary education and training linked with family economic support. Caseworkers/Coaches provide concurrent work readiness programming and housing, as well as other supportive services opportunities that are critical to helping support individuals as they transition from homelessness and unemployment/underemployment to stable housing and employment.

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

Conference Opens

1:00pm - 2:30pm

Maryland Community Action Partnership 2023 Human Services Conference Opening Session

#MCAPConnect2023

CONFERENCE AGENDA

WEDNESDAY, MAY 3, 2023

Breakout Sessions

Telling the Story of CSBG through Your Data

Monique Alcantara, Office of Community Services

The Office of Community Services will provide a demonstration of the Community Services Block Grant Performance Management website, and begin discussions on how you can use your data as you tell your story of CSBG in your community, state, and region.

Who should attend? *Board Members, Managers and Executive Staff*

Housing Counseling: What, Why and How

Ruth Griffin, Community Development Network

Housing Counseling is often called a “best kept secret.” Considering the complexities and importance of housing, and the mixed motivations of those who profit from the housing industry, it’s good to know that there are trained certified professionals without a financial stake in the transaction who serve consumers. Housing counselors inform and support consumers on seeking, financing, maintaining, renting, or owning a home. The housing counseling program also addresses homelessness and/or homelessness prevention through counseling and assists homeowners in need of foreclosure assistance. Join us for this session to learn from the Community Development Network of Maryland (CDN) what housing counseling entails, the benefits of housing counseling and how to access this service from legitimate, HUD certified housing counseling organizations near you. Stable housing is a cornerstone of family and community stability. To thrive, people need this basic need secured. Let’s share the good news.

Who should attend? *Frontline Staff*

Panel: Strengthening Workforce Partnerships

Erin Roth, Maryland Department of Labor; Sharon Strauss, Montgomery County Community Action Agency;

Dr. Charlestine Fairley, Anne Arundel Community Action Agency; Anthony Featherstone, WorkSource Montgomery

Session Description Coming Soon

Who should attend? *Board Members, Managers and Executive Staff*

Reimagining our Workforce and Homeless Services System

Rebecca Burrow, Permanent Housing Systems and Suzanne Korff, Senior Policy Officer Homelessness, DHCD

This workshop will ask participants to reach deep into their imaginations to develop a shared vision for our communities and our work. This session will discuss the underlying causes of homelessness and poverty in America, the barriers faced by households facing both housing and employment challenges, and how we connect our workforce and homeless services system. Participants will then be asked to join a shared visioning session to look at strategies to improve our systems and communities as heads of households, case workers and community leaders.

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

Holistically Serving Young Adults in Ways that Inspire Hope

Adam Sewell, Horizon Goodwill Industries

In the every-changing world of human services there seems to be an increasing need to help Young Adults navigate services available to them. At Horizon Goodwill we strive to provide holistic support for Young Adults experiencing homelessness, looking for employment, seeking to continue their education, and various other needs. By coordinating these wrap-around services we have seen Young Adults achieve goals they have set for themselves while maintaining their employment and housing. In this session, we will discuss both challenges and success to this Young Adult wrap-around support model.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

#MCAPConnect2023

CONFERENCE AGENDA

WEDNESDAY, MAY 3, 2023

Promising Practices: Roundtable Sessions

How a Multigenerational Approach Can Remove Barriers to Connecting Newcomers With Our Community

Merritt Groeschel, Solutions in Hometown Connections

Programs designed to serve newcomer families often focus on quick entry into the workforce. This can leave women caring for babies and young children isolated and increasingly vulnerable after arriving in a new community bereft of the traditional familial and cultural support systems they left behind. Heads of households begin learning about their new community through work activities; school-age children attend school surrounded by teachers and friends; while women caring for younger children must navigate childcare, fixed schedules, and transportation. This results in limited options to introduce newcomers to local resources and services such as public libraries, and programs through local schools that are designed to engage the wider community. Challenges to fully engaging in a new community are layered, and learning English can be the largest and most intimidating barrier. Hear firsthand accounts of families' experiences; and how SHC multigenerational programs seek to remove some of these barriers to connect everyone to our community.

Who should attend? Board Members, Managers and Executive Staff, Case Managers, Frontline Staff

Unlocking Your Strengths and the Strengths of Those You Serve

Frank Eastham, LEAD4TRANSFORMATION, LLC

When we focus on what we are wired to do best, we will have a greater impact on those we lead and serve. This session will introduce the CliftonStrengths Assessment and the value of leveraging our strengths in our work. You will walk away with strategies to increase your leadership effectiveness and the engagement of those you lead or serve. You DO NOT have to have taken the assessment prior to the session.

Who should attend? Board Members, Managers and Executive Staff, Case Managers, Frontline Staff

Understanding the Homeless Services System

Rebecca Burrow, Permanent Housing Systems and Suzanne Korff, Senior Policy Officer Homelessness, DHCD

This roundtable session will cover the State and Federal system designed to prevent and end homelessness in detail, providing a history of Federal statutes and regulations on homelessness, definitions of homelessness under different Federal programs, the role of Continuums of Care in coordinating the homeless service system response, and the types of housing and rental support available to households, linkages to other social service systems and the gaps within the current system. Participants will then be asked to discuss potential changes to the current system, and think about other tools that we might not be aware of to more effectively address the needs of households at risk of or experiencing homelessness.

Who should attend? Board Members, Managers and Executive Staff, Case Managers, Frontline Staff

Digital Equity & the Affordable Connectivity Program

Tami Watkins, Comcast

Comcast is proud to participate in the Affordable Connectivity Program (ACP), a federal government program which provides eligible low-income households a credit of up to \$30/month towards their Internet and/or Xfinity mobile services. The ACP represents one of the largest investments ever made in addressing the broadband affordability gap. Customers who qualify can apply ACP credits to any tier of Xfinity Internet, including Internet Essentials, or Xfinity Mobile. Learn how we can partner to empower even more individuals in your community with the life-changing tools and resources they need to succeed in a digital world.

Who should attend? Case Managers, Frontline Staff

5:30pm - 7:00pm

Welcome Reception

Join us for live music, fun, connection, and networking with your peers!

#MCAPConnect2023

CONFERENCE AGENDA

THURSDAY, MAY 4, 2023

8:00am - 5:00pm

Registration & Exhibitor Hall

9:00am - 10:30am

MCAP Awards Breakfast

Join us during our **Vision & Value Awards Breakfast** to honor Community Action Champions.

Breakout Sessions

Growing the Next Generation of Human Services Professionals: A University-Industry Partnership

Maya August Finkenberg, Stevenson University

There are many joys and tribulations of industry-university partnerships in the field of human services. This presentation will discuss how to form effective partnerships in order to develop the next generation of human services professionals through internship and practicum experiences. Hear from students, their placement sites, and university representatives on best practices for a partnership that benefits all involved.

Who should attend? *Managers and Executive Staff, Human Resources*

Panel: Redefining Possibilities - Adaptive Reuse of Historic Neighborhood Office Building Into Senior Affordable Housing

Stacy Kaplowitz, Lincoln Avenue Capital; Sandra Pereira, Montgomery County; Rebecca Ballo, Montgomery County

This panel is a case study in collaboration and creativity. Sandy Spring Village is the adaptive reuse of historic office buildings into 56 units of affordable rental housing for residents 62 and older in Sandy Spring, MD. The panel includes Stacy Kaplowitz, the developer; Sandra Pereira, Montgomery County Planning Supervisor; and Rebecca Ballo, Montgomery County Historic Preservation Supervisor. Learn about how the team successfully navigated a number of complex challenges throughout the development process to provide much-needed affordable rental housing in a unique and historic community.

Who should attend? *Board Members, Managers and Executive Staff*

Using Motivational Interviewing Techniques To Build Engagement, Participation and Motivation

Jodie Sue Kelly, Cygnet Associates

The initial assessment interview is critical to forming a strong coaching relationship with the customer. It is a "moment of truth" and can leave a lasting positive or negative impression on the participant. If the initial assessment consists primarily of completing forms and checking boxes, staff are losing a valuable opportunity to build an enduring relationship with the participant. At this session, we will examine how to interact with clients borrowing ideas from the motivation interviewing domain so we get more robust information about the participant and form a lasting positive impression of the program.

Who should attend? *Case Managers, Frontline Staff*

Energy Assistance: What You Need to Know

Katherine Natafji, Maryland Office of Home Energy Programs

Are you looking for additional resources for your clients struggling with their heating and energy bills? This session will provide a thorough introduction to Maryland's Energy Assistance programs and policies provided by the Maryland Office of Home Energy Programs.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

12:00pm - 1:15pm

Lunch On Your Own

#MCAPConnect2023

CONFERENCE AGENDA

THURSDAY, MAY 4, 2023

Breakout Sessions

At the Core of Success: An Engaged and Supported Community Action Board

Kathy Ghiladi, Feldesman Tucker Leifer Fidell LLP

Community action agencies must comply with Board composition and other legal requirements by virtue of their receipt of federal funding. This session will address those legal requirements and also offer practical tools and strategies for promoting Board engagement and ensuring Board members are properly supported in carrying out their duties as an engaged and supported Board is at the core of every effective organization.

Who should attend? *Board Members, Managers and Executive Staff*

Brain and Behavioral Science in Hiring

Dana Emanuel, New Moms

In this session, participants will gain an understanding of the key elements of Executive Skills and other brain and behavioral science heuristics, scaffold basic Executive Skills knowledge into hiring practices, and practice designing effective onboarding practices.

Who should attend? *Managers and Executive Staff, Human Resources, Board Members*

Writing Effective, Efficient Case Notes that Support the Plan

Jodie Sue Kelly, Cygnet Associates

Social services staff are people-oriented. They want to help their participants have better lives. Writing effective case notes is an essential part of the work that we do. Often, staff do not like spending time on case notes because it feels like an added task which can be skipped. However, to be effective, staff must master not only the art of helping clients, but also the skill of writing notes and outlining the plan. Keeping an accurate record about a case helps us to think through what we have done and how to best support the individual. This session will cover how to write efficient case notes that covers what is necessary and what is not.

Who should attend? *Case Managers, Frontline Staff*

Using Video to Tell Your Story

Kyle Steinle, Do Good Video

Session Description Coming Soon

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

Preparing Aspiring Community Action Leaders: Leadership Development & Succession Planning

Dr. Angela Gustus, CMAG & Associates, LLC

Based on the research of Dr. Angela Gustus, this workshop will discuss the components of a leadership development program that will prepare aspiring leaders for executive level positions.

Who should attend? *Board Members, Managers and Executive Staff*

CONFERENCE AGENDA

THURSDAY, MAY 4, 2023

Breakout Sessions

Executive Skills Coaching

Dana Emanuel, New Moms

Participants in this session will learn Executive Skills coaching mindset and practices and how all roles can apply this mindset and practice into teamwork, communication, and responsibilities. Attendees will also align with shared Executive Skills language and definitions and understand brain and behavioral science of development, scarcity, bias, goals, and motivation.

Who should attend? *Board Members, Managers and Executive Staff, Human Resources, Case Managers*

Telling Your Story: Community Advocacy at Its Best

Leah Goldfine, Montgomery County Community Action Agency; Ayana Bias, United Planning Organization

Join this session to hear best practices in Community Action Advocacy and learn to tell your story. Hear from participants engaged in Community Action Agency Advocacy Institutes.

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

Climate Change and Social Vulnerability

Larissa Johnson, Montgomery County Department of Environmental Protection

Climate change is and will continue to impact those who are already vulnerable due to a range of social, economic, historical, and political factors; understanding the risks to vulnerable populations is critical for developing effective and equitable strategies for responding to climate change. This workshop will focus on tangible solutions people can take to help minimize the negative impacts of our changing climate.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

Returning Citizens Creating Careers: Georgetown University's Reentry Programming

Tyrone Walker, Georgetown University Prisons and Justice Initiative

Staff and alumni will share insights into Georgetown University's two reentry programs: the Pivot Program and the MORCA-Georgetown Paralegal Program. Both combine rigorous education, professional development, mentorship, and reentry support to prepare returning citizens for rewarding careers that might otherwise be out of reach.

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

Evaluating Collective Impact: Montgomery Moving Forward's Use of Logic Models and the Principles of Results-Based Accountability to Create a Collective Impact Accountability Scorecard

Farah Nageer-Kanthor, Nonprofit Montgomery

This session will address the question: what are effective tools for evaluating a collective impact initiative? Presenters will explain the background for when these tools were developed to support the collective impact initiative and the successes and challenges faced in fully utilizing them to date. Presenters will then provide an overview of the current status of two tools, logic model and accountability scorecard, and how they are currently being applied to assess the initiative's progress. We will describe how logic models and accountability scorecards are used to track the progress of the initiative, improve collaboration with key partners, and inform the next stage of work. We will also demonstrate the value of these tools' user-friendly features and diverse visual formats to engaging broad community participation and leadership in all stages of a collective impact initiative.

Who should attend? *Managers and Executive Staff*

#MCAPConnect2023

CONFERENCE AGENDA

THURSDAY, MAY 4, 2023

Promising Practices: Roundtable Sessions

Content Development and Creative Communications for Impact

Amy Mininger, Maryland Community Action Partnership and Owner of MarComFly Strategic Consulting

The right choice of words can be powerful. Delivering them creatively makes them memorable. Join this interactive roundtable where we will discuss how to build your goal-oriented content roadmap, a foundation for communicating your most important messages and stories. Developing a content roadmap aids clarity and consistency - both critical for successful outcomes. We will also explore creative delivery channels and visual tactics that will capture the hearts of your target audiences. Come ready to share your own ideas for communications that have proved positive impacts! Take home a 30-60-90-day planning template, and a list of technical tools to consider incorporating into your communications work.

Who should attend? *Managers and Executive Staff, Frontline Staff*

The Future of Rental Assistance in Maryland

Danielle Meister, Maryland Department of Housing and Community Development

The State's ERAP, Emergency Rental Assistance Program, is coming to a close this year after distributing over \$500 million in emergency rental assistance to over 100,000 households to date. This session will cover the impact of a program of this scale on housing stability, how to prepare households, landlords and programs to transition to a system where rental assistance is more limited, and what the future of rental assistance in Maryland might be.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

Five Generations at Work: Fight, Flee, or Flourish

Lil Dupree, EmpowOR

There are still five generations currently in the American workforce, from Traditionalists to Gen Z, and they all have different communication styles, approaches, and worldviews. This interactive session will explore the similarities and difference, and offer some insights on how to help colleagues across the generations not just work together, but value and enjoy working together. **Who should attend?** *Managers and Executive Staff, Case Managers, Frontline Staff*

Effective Reentry - A Matter of Public Safety

Joshua Hatch, Anne Arundel Community Action Agency

This presentation will be an interactive discussion about Maryland's current practices within corrections. With a high rate of recidivism the question remains as to whether or not true rehabilitation is taking place behind the iron curtain of the prison gate. Does the community have a role in reentry? If, so what role does the community play in this process? We will take a few moments to discuss the current contradictions in reentry and how the community can take appropriate action.

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*



#MCAPConnect2023

CONFERENCE AGENDA

FRIDAY, MAY 5, 2023

8:00am - 12:00pm

Registration & Exhibitor Hall

Breakout Sessions

Nonprofit Board Member Orientation

Michelle Nusum-Smith, The Word Woman LLC

Recruiting and managing nonprofit board members is an ongoing process. For new nonprofits as well as existing organizations, the process can be challenging or even overwhelming. For new board members, joining a board can be scary, frustrating or even disappointing. If you are a nonprofit founder, executive director, board member or interested in serving on a board, this workshop is for you! The interactive presentation covers what every new nonprofit board member needs to know to be successful in fulfilling their legal and fiduciary responsibilities. It will also provide a framework for developing or refining your existing new board member orientation process.

Who should attend? *Managers and Executive Staff, Board Members*

Developing Organizational Culture: The Key to Effective Change Management

Jennifer Gregory, National Community Action Partnership

It has been said that "Culture eats strategy for breakfast." In this session, we will investigate why some organizations excel and others fail during seasons of change; describe the characteristics of a healthy (and resilient) organizational culture; and discuss how you can begin building an organizational culture that embraces change and innovation. This session is highly recommended for agencies engaged in Whole Family Approach design and implementation, but everyone will benefit from its lessons.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

How to Create a World-Class New Hire Onboarding Experience

Harris Fanaroff, TriBridg Partners, LLC

The world of work is changing every day. It's becoming harder and harder to retain our talent. And retention efforts must start from the moment a new hire accepts our offer. Join Onboarding Expert Harris Fanaroff for an engaging presentation about how to onboard your new hires effectively. Understand where the common pitfalls are, identify where communication might be lacking in your structure, and learn how to onboard like the best companies in the world all without adding additional resources. This workshop will be interactive and engaging as we give you best practices to bring back to your organization.

Who should attend? *Managers and Executive Staff, Human Resources*

Creating Cultures of Trauma-Informed Care

Lori Beyer, Community Connections

A system that is trauma informed has at its center the core principles of safety, trustworthiness, choice collaboration, and empowerment for and with the consumer. These core principles also need to be present for the staff in order for them to be able to provide a trauma-informed system. This presentation helps staff to compare the traditional human services paradigm to a trauma-informed paradigm. Participants will learn to understand the elements of trauma-informed care and the need to make changes in areas such as training and education, human resources practices, assessment and screening of consumers, and the agency setting.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

Outcomes and Data Collection in a Whole Family Approach

Jennifer Gregory, National Community Action Partnership

In this session, we will identify & define three critical components related to outcomes and data collection in a whole family approach, share examples & lessons learned from CAAs implementing the WFA framework across the country, and highlight resources to support WFA design, development, and implementation.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

#MCAPConnect2023

CONFERENCE AGENDA

FRIDAY, MAY 5, 2023

Breakout Sessions

Framing Health, Decolonizing Approaches and Centering Mental Health

Dr. Jameta Barlow, The George Washington University

Session Description Coming Soon

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

Live Learn Work: Building Homes and Growing Lives with Work Force Development

Dr. M A Greenstein, C4GS-ZEDlife

This interactive presentation will share the C4GS-ZEDLife “What if” vision for how a LiveLearnWork program can grow buildings and lives at the same time. The ZEDlife™ solution will engage Communities of Concern (COC), decrease complexities of construction, build low-to moderate-income housing, offer on-site workforce development training and provide low-to-ZERO energy bills in ZEDLife built spaces. Workforce Development training is key to our innovative ZEDLife / COC focus: We imagine “What if”....we aim to train a range of non-academically inclined students — from recent high school graduates to military Veterans — using our LiveLearnWork certificate program that a) offers hands-on training in a real-life solar building project and b) results in Zero-Carbon building for an affordable housing community? This presentation will address the three main tenets of our LiveLearnWork certificate program and speak to company values that enable us to promote an efficient and human-centered knowledge transfer program that models ZEDlife circular economy values. It will also call for audience questions and suggestions for other “What If” workforce development solutions to growing affordable housing and growing lives.

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

The End of Pandemic Food Assistance: Opportunities to Strengthen State and Federal Support Systems

Julia Gross, MPH, Maryland Hunger Solutions

During the height of the COVID-19 public health emergency, federal safety net programs, such as SNAP and school meals, were dramatically expanded and strengthened to help meet the rising need for food assistance, serving as a critical lifeline for hundreds of thousands of Maryland families. While these unprecedented changes were temporary and have recently ended, they provided us with a new perspective on ways to remove longstanding barriers to participation, redefining best practices for reaching vulnerable populations. This session discusses how SNAP and school meals were able to respond during a critical moment of need and how we can take lessons learned from the pandemic to continue strengthening and supporting these programs for the future. We will also be taking a look at the current state of food and nutrition support systems in Maryland and opportunities to help mitigate the loss of pandemic-related supports through the lengthy recovery process and beyond.

Who should attend? *Board Members, Managers and Executive Staff, Case Managers, Frontline Staff*

Community Reinvestment Act and Bank Partnerships

Cynthia DuRant, Federal Deposit Insurance Corporation (FDIC)

Session Description Coming Soon

Who should attend? *Managers and Executive Staff, Fiscal Staff, Grant Writers*

A Trauma-Informed Approach to Staff Self Care and Vicarious Traumatization

Lori Beyer, Community Connections

This training outlines why support and care for the entire staff is essential, how staff support is an organizational obligation as well as a personal or professional concern, how stressed systems can be traumatizing for the staff working in them, and how in these systems we can apply much of what we know about trauma and abuse to the program as a whole. The training will also address common stressors in human services settings, how to recognize compassion fatigue and burnout, levels of work-related stress, and what a multi-level response to stress in the workplace might look like. Participants will be asked to engage in exercises to develop work plans for creating a psychologically healthy workplace.

Who should attend? *Managers and Executive Staff, Case Managers, Frontline Staff*

12:30pm - 2:00pm

Closing Luncheon

#MCAPConnect2023