



# 2016 Human Services Conference

## *Partners in Excellence*

### Hosted by MCAP

### May 3-5, 2016

*(Topics and Presenters subject to change)*

Tuesday, May 3, 2016			
10:30 – 12:00	Session #1	Management & Administration	<b>The Thriving CAA's Five Types of Organizational Capital</b>
			<p><b>Ted Edlich</b>                      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).</p>
	Direct Services	Emergency Assistance	<b>Energy Savings for Low Income Families</b>
			<p><b>Richard Doran, Maryland Fuel Funds</b>                      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.</p>
Management & Administration	Board Governance	Head Start	<b>Program Governance of Head Start for Governing Bodies &amp; Policy Councils</b>
			<p><b>Monica Oritz</b></p>
		Direct Services	<b>Coordinating Comprehensive Services for Homeless Consumers</b>
			<p><b>Maryland, Delaware and DC Panel</b>                      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.</p>
		Direct Services	<b>Focusing on Eradicating Childhood Obesity</b>
			<p><b>Jennifer Thomas, Western Maryland Health System</b>                      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.</p>
		Board Governance	<b>Growing Your Future with a 403(b) Plan</b>
			<p><b>Francel Smith, Benefits Perspectives, Inc.</b>                      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.</p>

12:00 – 1:00	<i>Lunch on Your Own</i>		
1:00 - 2:00	<b>Opening General Session</b>		
2:15 – 3:30	<b>Session #2</b>	Management & Administration	<b>The Thriving CAA’s Five Types of Organizational Capital</b>
			<p><b>Ted Edlich</b>  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).</p>
		Emergency Assistance	<b>Maryland's Interagency Council on Homelessness’ Focus on Youth, Veterans and Other Special Populations</b>
			<p><b>Heather Sheridan, Maryland Department of Human Resources</b>  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.</p>
		Emergency Assistance	<b>Delivering Vital Benefits to Clients with Critical Medical Needs</b>
			<p><b>David Conn, BG&amp;E and Cindy Carter, Cancer Support Foundation</b>  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.</p>
		Direct Services	<b>Transforming Utility Bill Assistance with the Help of Technology</b>
			<p><b>Richard Doran, Maryland Fuel Funds</b>  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.</p>
		Direct Services	<b>Rapid Rehousing</b>
		Board Governance	<b>The Strategic Planning of Moving Your Organization Forward</b>
			<p><b>Octavia S. Caldwell, ROC Consultants</b>  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.</p>

3:45 – 5:00	Session #3	Management & Administration	<b>Social Return on Investment: A Hands On Workshop</b>
			<b>Frederick Richmond, Center for Applied Management Practices</b> 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	<b>How to Take Advantage of the PEPCO Merger</b>
			<b>Michael Hoy, PEPCO</b> PEPCO will have just completed a major merger. This session will discuss how this merger will affect consumers in its areas and how we can help to take advantage of this merger and access funding opportunities.
	Direct Services	Emergency Assistance	<b>Solutions to Economic Issues that Affect Every Food Pantry</b>
			<b>Maryland, Delaware and DC Panel</b> 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.
	Head Start	Direct Services	<b>Trauma Informed Care –Working with Children, Adults and Families</b>
			<b>Felicia Buckson, Helping Hands Training and Consulting Services</b> 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.
		Direct Services	<b>Regional Approaches to EITC/Financial Empowerment</b>
			<b>Sharon Strauss</b> 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.
		Board Governance	<b>Guiding Board Strategy on Key Issue Advocacy</b>
			<b>Walt Woods</b> Issue identification is rarely a problem. Engineering a solution often is. This session will guide directors in effective strategies to bring about much needed changes to our systems and resources.
5:00 – 7:00	<b>MCAP Reception</b>		
<b>Wednesday, May 4, 2016</b>			
9:00 – 10:30	Session #4	Management & Administration	<b>Implementation of the Organizational Standards for CAAs</b>
			<b>Jarle Crocker, NCAP</b> This session is designed to help Community Action Agencies plan for implementing the Organizational Standards. Topics covered will 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 processes with the Partnership’s Director of Training and Technical Assistance.

		Emergency Assistance	<b>Assessing the Emergency Solutions Grant for Homelessness</b>
			<b>Steve Holt, Housing &amp; Community Development</b> 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.
	Management & Administration	Emergency Assistance	<b>Proactive Crisis Management: A Leadership Program</b>
			<b>Andrew Whitman, Get Warrior Tough</b> Ground zero for every leader is self-mastery: we must first learn to influence ourselves before we can effectively influence others and motivate them toward higher performance. This program will introduce you to leadership excellence through practical performance discipline. You will learn how the brain works and its implications for performance, the higher level thinking skills required of any leader, the skills necessary for maintaining complete control under pressure, and how to be a "First Responder" rather than a First Reactor.
		Direct Services	<b>Human Trafficking: Our Region is a Goldmine</b>
			<b>Detective Thomas Stack</b> 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.
	Head Start	Direct Services	<b>Addressing Behaviors – Tools for Solving Behavior Problems</b>
			<b>Beth Boyle, Johns Hopkins University</b> 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.
		Board Governance	<b>Tools and Techniques for Effective CAA Board Leadership</b>
			<b>Allison Ma'Luf, CAPLAW</b> 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).
<b>10:45 – 12:15</b>	<b>Session #5</b>	Management & Administration	<b>Back to Basics: Revitalizing Your Marketing With Online 3<sup>rd</sup> Party Helper Apps</b>
			<b>Anne Towne &amp; Kristy Cooper, Towne Group</b> 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 <sup>rd</sup> party "helpers" that are free or almost free. It will discuss your website, social media outreach, newsletter, blogs and more.
Direct Services	Management & Administration	Emergency Assistance	<b>HMIS Tracking System: Free Software for CAC Data Management</b>
			<b>Jason Burns, Team HMIS</b> This workshop will show you how to make data work for you. It will discuss and review performance measures by program type, how to use free software, how to create and maintain a centralized database for all CAC needs.

	Direct Services	Emergency Assistance	<b>Tapping In to Community Development Resources</b>
			<b>Odette Ramos</b> Resources are “out there”. We hear this so often when looking for funding. Why is it so difficult to connect? This workshop will help you to connect with funding that matches your needs.
		Direct Services	<b>Understanding &amp; Addressing Transgender Issues</b>
			<b>Susan Garner, PFLAG Columbia – Howard County Maryland</b> 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.
	Head Start	Direct Services	<b>Addressing Behaviors – Tools for Solving Behavior Problems</b>
			<b>Beth Boyle, Johns Hopkins University</b> 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.
	Management & Administration	Board Governance	<b>Protecting Your Agency by Decreasing Risk</b>
			<b>Blake Curry, Bruce Grau &amp; Associates</b> 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.
<b>1:30 – 3:00</b>	<b>Session #6</b>	Management & Administration	<b>CSBG Administration Workshop: Updates and Best Practices</b>
			<b>Michelle Bass, Maryland Department of Housing and Community Development</b> This CSBG Administration Workshop will provide information to CAA agencies to go over the <b>Federal Fiscal Years 2017-18</b> 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	Emergency Assistance	<b>Proactive Crisis Management: A Leadership Program</b>
			<b>Andrew Whitman, Get Warrior Tough</b> Ground zero for every leader is self-mastery: we must first learn to influence ourselves before we can effectively influence others and motivate them toward higher performance. This program will introduce you to leadership excellence through practical performance discipline. You will learn how the brain works and its implications for performance, the higher level thinking skills required of any leader, the skills necessary for maintaining complete control under pressure, and how to be a "First Responder" rather than a First Reactor.
	Direct Services	Emergency Assistance	<b>Integrating Food with Safety Net Services</b>
			<b>Maryland, Delaware and DC Panel</b> 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.

	Head Start	Direct Services	<b>The Individuals with Disabilities Education Act (IDEA): Protecting Our Children</b>
			<b>Mary Ellen Lewis, Johns Hopkins University</b> 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	Direct Services	<b>Conflict Resolution with Families &amp; Consumers</b>
			<b>Octavia S. Caldwell, ROC Consultants</b> 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	Board Governance	<b>Identifying Funding Resources of DHCD</b>
			<b>Karen Forbes, Maryland Department of Housing</b> This session will explore several funding opportunities specifically geared for nonprofit organizations: Community Investment Tax Credit, Endow Maryland Tax Credit and the new Nonprofit Assistance Fund programs.
<b>3:15 – 4:45</b>	<b>Session #7</b>	Management & Administration	<b>Identifying and Winning Grants</b>
			<b>Libby Hikind, GrantWatch</b> 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	<b>Public-Private Partnership Programs for Times of Crisis – Food &amp; Hunger</b>
			<b>Maryland, Delaware and DC Panel</b> 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.
	Head Start	Direct Services	<b>Using Performance Measurements to Win Grants</b>
			<b>Octavia Caldwell, ROC Consultants</b> 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.
	Emergency Assistance	Direct Services	<b>Mental Health Awareness: Beyond Blue</b>
			<b>Kim A. Beverly-Muhammad, Anne Arundel Community Action Agency</b> 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.

	Head Start	Direct Services	<b>Understanding Autism Spectrum Disorders (ASD)</b>
			<b>Neal Lichter, Pathfinders for Autism</b> 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.
		Board Governance	<b>Effectual Steps to Board Excellence</b>
			<b>Heather Iliff, Maryland Nonprofits</b> 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.
6:00 – 9:00	<b>MCAP Dinner / Hospitality Suite immediately following</b>		
<b>Thursday, May 5, 2016</b>			
9:00 – 10:30	Session #8	Management & Administration	<b>Re-Tooling of Leadership for Effective Change Management</b>
			<b>Darius A. Stanton, The Stanton Group</b> 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	<b>Evaluating Issues and Preventing Consumer Home Eviction</b>
			<b>Maryland, Delaware and DC Panel</b> Learn from successes across the region as this panel shares their processes in preventing consumers from home evictions.
	Emergency Assistance	Direct Services	<b>Making a Difference in the Epidemic of Drug Addiction – Part 1</b>
			<b>Ken Dickinson, Gaudenzia, Inc.</b> 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 & Board	Direct Services	<b>Increasing Services with Volunteers through CSBG and AmeriCorps</b>
			<i>Kerry Ose</i>
	Head Start	Direct Services	<b>Maryland's Food Supplement Nutrition Education Program</b>
			<b>Lisa Lachenmayr, University of Maryland Extension</b> 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.



		Management & Board	<b>ROMA Update</b>
<b>10:45 – 12:00</b>	<b>Session #9</b>	Management & Administration	<b>Communication Tools to Tell Your Stories</b>
			<p><b>Sheila Johnson</b>  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. .</p>
		Emergency Assistance	<b>SNAP Changes – Able-Bodied Adults Without Dependents Rules, Policies and Exemptions</b>
			<p><b>Rachel Tucker, Maryland Hunger Solutions</b>  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.</p>
		Direct Services	<b>Making a Difference in the Epidemic of Drug Addiction – Part 2</b>
			<p><b>Ken Dickinson, Gaudenzia, Inc.</b>  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.</p>
	Head Start	Direct Services	<b>Play with a Purpose: Essential Elements in Early Childhood Education</b>
			<p><b>Sherrett Jones, 360 Degrees</b>  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.</p>
		Board Governance	<b>Evaluating Our Progress in Meeting the Self-Assessment – Exchange of Strategies and Ideas</b>
			<p><b>By Invitation</b>  This session is designed for directors to meet and discuss their progress on meeting the Self-Assessment mandate. Participants can share successes and support colleagues in attaining successful completion of the mandate.</p>
		Management & Board	<b>Re-Tooling of Leadership for Effective Change Management</b>
			<p><b>Darius A. Stanton, The Stanton Group</b>  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!</p>



12:00 – 1:30

Partnership Awards Luncheon & Silent Auction

**We will be updating this agenda as  
more information becomes available.**