CAAP/DCED
ANNUAL COMMUNITY ACTION SYMPOSIUM
2018

SHERATON HARRISBURG
HERSHEY HOTEL

Harrisburg, PA
www.thecaap.org
Welcome to the Third Annual Community Action Symposium! Continuing its partnership with DCED, CAAP is presenting a 3-day symposium geared towards enhancing our leadership style. We will introduce concepts that will make us stronger, more thoughtful leaders as we guide our organizations through these turbulent times.

Our presenters will help us question why we lead as we do, understand whether our leadership style is strategic or simply reflexive, and ensure that we remain strong and thoughtful as we lead and develop our staff, enabling them to become better leaders themselves.

The opening afternoon will begin with a provocative and impactful keynote speaker, followed by an in-depth exploration and interpretation of our various leadership styles. The business part of the day will conclude with regional meetings. But there will be more to come: dinner and a chance to network with your colleagues. The food and conversation will be great as will be the entertainment – all you jazz aficionados will especially enjoy the evening!

Day 2 will offer another insightful and relevant keynote speaker, as well as presentations which will address staff development and look at new means of increasing impact and optimizing achievements. One of the real highlights of the Symposium will be dinner that evening with our friend and advocate, David Bradley. David will update us on all things CSBG, WAP and LIHEAP. You won’t want to miss this!

Our final day is totally focused on spending time with the Department of Community and Economic Development staff as they provide a comprehensive overview of the latest changes and updates that are critical for all PA Community Action Agencies and answer any questions you might have.

Our goal is to provide relevant and high-quality content that will help you accomplish what is one of the most important missions facing our society – reducing poverty across the nation.

Thank you for joining us in Harrisburg for the Third Annual Community Action Symposium. Enjoy your time here and be inspired!

[Signatures]

Lynette Praster, Director – Center for Community Services, Department of Community and Economic Development

Susan Moore, CEO – Community Action Association of Pennsylvania
QUICK SCHEDULE

DAY 1: TUESDAY, APRIL 17th

**AFTERNOON**
- 11:30AM....................................................Registration Opens
- 12:00PM – 1:00PM............................................Lunch and Welcome
- 1:00PM – 2:00PM..............................................Keynote Speaker – Dr. John Powell

**EVENING**
- 2:00PM – 4:00PM..............................................Interpret and Strategically Implement Your Leadership Style
- 4:00PM – 5:00PM.............................................Regional Meetings
- 6:00PM – 8:00PM.............................................Dinner and Entertainment

DAY 2: WEDNESDAY, APRIL 18th

**MORNING**
- 7:30AM....................................................Registration Opens
- 7:45AM – 8:30AM.................................Breakfast
- 8:30AM – 10:30AM..............................Developing Leaders Capacities to Lead Change and Achieve Impact
- 10:30AM – 10:45AM...............................Break
- 10:45AM – 12:15PM..............................Keynote Speaker – Mia Birdsong

**AFTERNOON**
- 12:15PM – 1:15PM............................................Lunch
- 1:15PM – 2:15PM..............................................Keynote Speaker – Mia Birdsong
- 2:15PM – 2:30PM.............................................Break
- 2:30PM – 4:30PM.............................................Change is Coming: Effectively Managing Your Next Executive Transition
- 6:00PM – 8:00PM.............................................Dinner and David Bradley

**MORNING**
- 7:30AM....................................................Registration Opens
- 8:00AM – 9:00AM.................................Breakfast
- 9:00AM – 10:00AM..............................Keynote Speaker – Dr. Al Condeluci
- 10:00AM – 12:00PM..............................DCED Presentation Program Reporting and COPOS Overview - Community level initiatives and future system enhancements
- CSBG Performance Standards - Are the greens for real?
- CSBG Directive - Updates, monitoring tools and the road ahead

**AFTERNOON**
- 12:00PM – 1:00PM............................Working Lunch with DCED
- 1:00PM – 3:00PM............................................DCED Presentation
  - DCED Marketing Team - Tell us your stories!
  - WIOA - How’s it going?
  - Agency Q&A
  - Results of the American Consumer Survey Index - Thank you for the feedback!
- 3:00PM......................................................Closing Remarks

DAY 3: THURSDAY, APRIL 19th

**MORNING**
- 7:30AM....................................................Registration Opens
- 8:00AM – 9:00AM.................................Breakfast
- 9:00AM – 10:00AM..............................Keynote Speaker – Dr. Al Condeluci
- 10:00AM – 12:00PM..............................DCED Presentation Program Reporting and COPOS Overview - Community level initiatives and future system enhancements
- CSBG Performance Standards - Are the greens for real?
- CSBG Directive - Updates, monitoring tools and the road ahead

**AFTERNOON**
- 12:00PM – 1:00PM............................Working Lunch with DCED
- 1:00PM – 3:00PM............................................DCED Presentation
  - DCED Marketing Team - Tell us your stories!
  - WIOA - How’s it going?
  - Agency Q&A
  - Results of the American Consumer Survey Index - Thank you for the feedback!
- 3:00PM......................................................Closing Remarks

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SESSION DETAILS
DAY 1: TUESDAY, APRIL 17th

DR. AL CONDELUCI - Keynote Speaker

The Power and Potency of Social Capital

As simple as it may seem, one of the fundamental aspects to a better life is found through the relationships we develop. Sociologists call this our “social capital” and it is more powerful, and critical than you might think. This talk introduces you to social capital and reviews its impact on both individuals and communities in general. Dr. Condeluci’s talk will also suggest ways and means to develop more relationships in our lives.

Al Condeluci has been an advocate, a catalyst for building community capacities, and a leader in understanding social culture since 1970. Born and raised in the steel town of Pittsburgh, PA, still making his home there, Dr. Condeluci received his Bachelor’s Degree in Psychology from Youngstown State University, his Masters in Social Work and Ph.D. in Education from the University of Pittsburgh. Since 1973, he has worked as an attendant, caseworker, advocate, planner, program director and now, CEO of his organization, CLASS. CLASS has created a family of corporations and is dedicated to its mission - working toward a community where each belongs. CLASS, under Dr. Condeluci’s Leadership, has grown to become the third largest disability specific agency in Southwestern PA. CLASS was listed in the 50 “Best Places to Work” in Allegheny County, PA in 2007 and 2011.

Along with his work at CLASS, Dr. Condeluci is associated with the University of Pittsburgh’s School of Social Work and School of Health and Rehabilitation Science and Robert Morris University Graduate School of Business. In these academic roles Dr. Condeluci teaches, supervises students, and serves as advisor and consultant.

Dr. Condeluci has emerged as a national leader and consultant on human services and community issues. In 2009, Dr. Condeluci received the Frieda Shapiro Medal for exemplary leadership in nonprofit management. Dr. Condeluci was also honored with the Award for Public Policy by the North American Brain Injury Society (NABIS) at the Ninth Annual Conference on Brain Injury in 2011. He speaks annually to national and international audiences reaching some 15,000 people each year. His books have won praises and awards for their thoughtful approach to culture and community and are now used at many colleges, universities and in-service settings. Al has also launched a blog discussing his ideas on social capital, culture, and the disability community, which can be found at http://alcondeluci.com/blog.

PROCTOR, WILLIAMS, & BLYTHE - WiseCAP Training and Consulting

Interpret and Strategically Implement Your Leadership Style

Discover your leadership style and how to use it to influence and motivate your staff to realize your agency’s vision. Learn proven methods for building effective teams and increasing team productivity and capacity. Explore common sources of workplace conflict and work through practical solutions to foster an environment of inclusion and communication.

DR. BERTHA PROCTOR, SPHR, CCAP:
Dr. Proctor is the Chief Executive Officer of Pace Community Action Agency and Lead Consultant for WiseCAP Training and Consulting located in Vincennes, IN.

LORI WILLIAMS, CCAP:
Ms. Williams is the Associate Director of Pace Community Action Agency and Lead Consultant for WiseCAP Training and Consulting in Vincennes, IN.

TAI BLYTHE, M.S., CCAP:
Ms. Blythe is the Associate Director of Pace Community Action Agency and Lead Consultant for WiseCAP Training and Consulting in Vincennes, IN.
JEANNIE CHAFFIN - Jeannie Chaffin, LLC

Developing Leaders’ Capacities to Lead Change and Achieve Impact

Community Action leaders can no longer be satisfied with “doing good things.” We have an immediate urgency to commit to stretching the bounds of what is possible. We need to achieve a bigger impact than the best of what we’ve done before. Accelerating change, and increasing impact, requires leaders who help their staff, board members, and stakeholders commit to a shared agency vision, who understand how to harness the wisdom, gifts, and skills of their team to solve complex challenges, and who promote learning, outcomes and continual improvement. To demonstrate sustained positive impact, Community Action must move beyond being satisfied with the results of individual programs or services. We need to fit together the many parts of our agencies so the whole is greater than the parts. This session will help leaders consider their role in creating a shared sense of urgency in their agency for accelerating change, engaging a guiding coalition to help chart a path forward, articulating and continuously examining a vision for the future, developing shared services and strategies for realizing that vision, encouraging learning, and empowering others to be successful. Various tools and resources such as videos, local theories of change, client panels, guiding coalitions, and design labs will be shared.

Jeannie Chaffin brings extensive experience in designing and executing successful strategies and policies to build communities and create opportunities for individuals and families living in poverty.

Currently, through her consulting firm, she provides valuable assistance to Community Action Agencies, state organizations, and state and national associations as they pursue new means of increasing impact and optimizing achievements for communities and families.

From 2011 to 2017, Ms. Chaffin led the U.S. Department of Health and Human Services, Office of Community Services (OCS) as a presidential appointee. In her role as OCS director, Ms. Chaffin managed nearly $7 billion in federal block grants and discretionary funds and successfully led the Obama administration’s efforts to strengthen the Community Services Block Grant (CSBG), the core funding for this nation’s over one thousand Community Action Agencies.

Prior to her appointment at OCS, Ms. Chaffin served as a senior policy advisor for the National Association of State Community Services Programs, where she worked in tandem with state CSBG directors and federal officials to design and implement services for individuals and families with low-incomes. Earlier in her career, Ms. Chaffin worked for the State of Missouri and at a local Community Action Agency in southwest Missouri, where she administered both the CSBG and the Low-Income Home Energy Assistance Program.

Ms. Chaffin is deeply aware of the challenges human service organizations face at every level: local, state, and national. Throughout her extensive work in all parts of the country, Ms. Chaffin has engaged with diverse communities to identify new opportunities, set bold goals, and solve complex socioeconomic problems for communities and families living in poverty.

Ms. Chaffin, president of Jeannie Chaffin LLC (established in 2017), lives with her family in northern Virginia.
PROCTOR, WILLIAMS, & BLYTHE - WiseCAP Training and Consulting

Prioritize Staff Development
The most important investment an agency can make is in its staff. Ensure your agency's personnel policies and procedures are up to date. Learn best practices for hiring the “right” people using the “right” job. Discuss strategies for employee retention and development.

Change is Coming: Effectively Managing Your Next Executive Transition
Nonprofits need to have a transition plan in place to ensure sustainability and continual leadership. With Baby Boomers retiring at the rate of 10,000/day, succession and transition planning is more important than ever. In this session, participants will explore the Executive Transition Management process. Special attention will also be given to search, selection, and onboarding pieces, with CAA leader examples of transitioning out, as well as transitioning in.
MIA BIRDSONG

Mia Birdsong has spent more than 20 years fighting for everyday people’s self-determination and identifying their brilliant adaptations. She is a Senior Fellow at the Economic Security Project and a Program Fellow at New America’s Family Centered Social Policy program. In her previous role as Co-Director of Family Story, Mia updated this nation’s outdated picture of the American family (hint: rarely is it 2.5 kids and two heterosexual parents that live behind a white picket fence). Previously, Mia worked as the Vice President of the Family Independence Initiative, an organization that leverages the power of data and stories to illuminate and accelerate the initiative low-income families take to improve their lives.

Mia, whose 2015 TED talk “The Story We Tell About Poverty Isn’t True” has been viewed more than 1.6 million times already, has been published widely, and speaks at conferences and universities across the country. Mia is also a modern Renaissance woman. She has spent time organizing to abolish prisons, teaching teenagers about sex and drugs, interviewing literary luminaries like Edwidge Danticat, David Foster Wallace, and John Irving, and attending births as a midwifery apprentice. Mia is a graduate of Oberlin College, an inaugural Ascend Fellow of The Aspen Institute, and a New America California Fellow. She sits on the Board of Directors of Forward Together. Mia lives, dreams big, and keeps bees in Oakland, CA.

DAVID BRADLEY

For more than 30 years, David Bradley has been one of Washington’s leading advocates on behalf of low-income programs. In 1981, Mr. Bradley helped found the National Community Action Foundation (NCAF). As a private non-profit organization funded solely by non-governmental contributions, NCAF represents funding and policy interests of the nation’s 1,000 community action agencies before Congress and the Executive Branch. In this role at NCAF, David was the primary architect of the Community Services Block Grant (CSBG). Besides the CSBG, Mr. Bradley’s legislative activities include Weatherization Assistance, the Low-Income Home Energy Assistance Program, Head Start, and job training programs.

In an age in which partisan gridlock is too often the norm, Mr. Bradley has shown an uncanny ability to make poverty issues a concern to both parties. After facing elimination in the 1995 House Republican’s Contract with America, David was able to work with key House Republican leaders to ensure CSBG funding procured the largest percentage received of any domestic program in FY 1997. In his role at NCAF, Mr. Bradley has also helped power CAPLAW, a legal resource center for the Community Action Agencies (CAA) network, and CAP-PAC, a Political Action Committee.

Prior to joining NCAF, Mr. Bradley worked in Congressional Affairs at the Small Business Administration under President Jimmy Carter. He has a Bachelors and Masters degree from George Washington University. In 1987, he was a Senior Executive Fellow at the John F. Kennedy School at Harvard University. He and his wife Nancy reside in Fredericksburg, Virginia. Mr. Bradley’s mentor, Sargent Shriver, perhaps described Mr. Bradley’s advocacy best when he wrote “no one has done more to keep the War on Poverty fresh in the hearts and minds of individuals than David Bradley.”
John A. Powell - Keynote Speaker

Dr. John A. Powell is an internationally recognized expert in the areas of civil rights, civil liberties, structural racism, housing, poverty, and democracy. Dr. Powell is the Director of the Haas Institute for a Fair and Inclusive Society, a UC Berkeley research institute that brings together scholars, organizers, communicators, and policymakers to identify and eliminate the barriers to an inclusive, just, and sustainable society and to create transformative change toward a more equitable nation. Dr. Powell holds the Robert D. Haas Chancellor’s Chair in Equity and Inclusion and is a Professor of Law, African American Studies, and Ethnic Studies. He was recently the Executive Director of the Kirwan Institute for the Study of Race and Ethnicity at Ohio State University and held the Gregory H. Williams Chair in Civil Rights & Civil Liberties at the Moritz College of Law.

Dr. Powell has written extensively on a number of issues including structural racism, racial justice, concentrated poverty and urban sprawl, opportunity-based housing, voting rights, affirmative action in the United States, South Africa and Brazil, racial and ethnic identity, spirituality and social justice, and the needs of citizens in a democratic society. He is the author of several books, including his most recent work, Racing to Justice: Transforming our Concepts of Self and Other to Build an Inclusive Society. Dr. Powell also founded and directed the Institute on Race and Poverty at the University of Minnesota. He has also served as Director of Legal Services in Miami, Florida and was the National Legal Director of the American Civil Liberties Union, where he was instrumental in developing educational adequacy theory.

Dr. Powell has worked and lived in Africa, where he was a consultant to the governments of Mozambique and South Africa. He has also lived and worked in India and done work in South America and Europe. He is one of the co-founders of the Poverty & Race Research Action Council and serves on the board of several national organizations. Dr. Powell has taught at numerous law schools including Harvard and Columbia University.
Kathleen Bodek is a Program Specialist for the Center for Community Services. She has been with DCED and the CSBG and FSA program for over 5 years. Kathleen spent 25 years in the mental health field working in various positions at the Stevens Mental Health Center in Carlisle, PA. She also worked for Tri County Community Action for 8 years as a Case Manager and Team Leader. Kathleen graduated from Mansfield University with a Bachelor of Science degree in Elementary Education. She attended Shippensburg University for post-graduate course work in Special Education. In August 2017, Ms. Bodek acquired her Nationally Certified ROMA Implementor.

Jesse Kowalick is the Division Chief for the Policy and Programs Division of the Center for Community Services. He has nearly a decade of experience in workforce development programs for the Department of Human Services (DHS). Jesse joined DCED in December 2016. He graduated from Bloomsburg University of Pennsylvania with a Bachelor of Arts in Social Science and has a Master of Education in Training and Development from Pennsylvania State University. Jesse is originally from Centralia, PA, and currently resides in the Harrisburg area.

Lynette Praster is the Director of DCED’s Center for Community Services. She has been with DCED in the Community Services Block Grant, Weatherization Assistance and the Neighborhood Assistance Tax Credit Programs for more than 10 years and with the Commonwealth for 20 years. Prior state experience includes positions in the Child Care Resource and Referral quality system efforts and the development of Keystone Stars. Prior to joining the state in 1997, Lynette’s initial 20 years of career experience includes Big Brothers/Big Sisters Executive Director, Children and Youth Services Case Management, and School-based Alcohol and Drug Prevention and Early School Success efforts. She graduated from Shippensburg University of Pennsylvania with a Bachelor of Social Work degree and earned a Master of Education in Training and Organizational Development from Pennsylvania State University. She is originally from Conway in Beaver County and resides now in Enola, PA.

Melanie Sheeler is a Business Analyst for the Center for Community Services. She has been with the Commonwealth for 25 years having previously worked for the Department of Human Services in the Children’s Health Insurance Program (CHIP). Melanie joined DCED in December 2016 working with the CSBG and Weatherization data collection and analysis systems. She graduated from Bluffton University with a Bachelor of Science in Education. Melanie is originally from a small town in Ohio and currently resides in the Harrisburg area.

Melissa Tabb is a Program Specialist for the Center for Community Services. Melissa has been with DCED and the CSBG program for 6 years. Her prior experience includes direct service delivery through Workforce Development/Welfare to Work programs, including EARN and Work Ready. Melissa has a Bachelor of Science from Lock Haven University in Criminal Justice and Sociology. She is from Juniata County, PA, where she currently resides.

John Winters is a Program Specialist for the Center for Community Services. He has been with the Commonwealth for 13 years, and the last 5 have been with DCED, focused primarily on the Neighborhood Assistance Tax Credit Program. Previously, John worked for Department of Labor and Industry in Unemployment Compensation. John has a Bachelor of Science in Criminal Justice from Penn State University. He is originally from the Harrisburg Area where he currently resides.
CAAP Affiliate Members are vendors whose company mission is to positively impact Pennsylvania’s local communities. These are organizations that complement Community Action’s mission and can enhance your ability to serve low-income people. CAAP Affiliate Members have been vetted by the CAAP staff as having a product or service that is specifically designed to meet your agencies’ unique needs. Affiliate Members have a thorough understanding of Community Action’s operations and have proven that their own companies’ values are aligned to support challenges that low-income people face. CAAP’s 2018 Affiliate Members are CAP Systems, Inc., Care Providers Insurance Services, and PA Health & Wellness.

CAP Systems has been providing software for Community Action, Human Service, and Head Start Agencies for more than 40 years. Their website is [www.capsystems.com](http://www.capsystems.com). Their original Financial System, designed in 1972 for Community Action Agencies, was the first fund accounting system in the nation. The system has expanded over the years to include modules that address every aspect of the fiscal and administrative functions of Community Action. Today, CAP Systems is involved in the development of software for: Head Start, Child Care, Energy Assistance, Weatherization, Information and Referral, Individual and Family Needs Assessment, Outcomes and Results Measurements, Case Management, Benefits Administration, Client Tracking, CSBG Reporting, Analysis of Client Characteristics, Health, and many more activities for Community Action. Their product is CAPTAIN (Community Action Program Total Automated Information Network). CAPTAIN is web-based through the Application Service Provider (ASP) program. CAP Systems understands the challenges agencies face in managing data for reporting to multiple funding sources. Their developers work with Community Action and Head Start Agencies daily and are immersed in the issues and activities surrounding data management. Their Customer Care, Training, and Technical Support are led by experience-rich staff with at least 15 years of veteran experience working in Community Action.

For more than 25 years, Care Providers Insurance Services has offered a comprehensive and affordable insurance program for social service organizations. Their in-house underwriters are experts in this sector and are able to help tailor insurance plans to include the unique coverages that Community Action Agencies need. Their website is [www.ins-cps.com](http://www.ins-cps.com). Care Providers is a division of NSM Insurance group, an industry leader in niche insurance programs. Their mission is to provide the most comprehensive insurance and risk management options for the social service and nonprofit sector. NSM specializes in insuring organizations such as Community Action Agencies. Their mission is to support mission driven organizations with the insurance protection they require. Care Providers Insurance Services values philanthropy and community service. They encourage their employees to actively give back to the communities in which they work and live. Care Providers employees participated in the Martin Luther King Jr. Day of Service, Insurance Day of Giving, Irish Pub Tour de Shore, the Philadelphia Dragon Boat Regatta, and other service and fundraising projects throughout the year.

PA Health & Wellness has a mission to transform the health of the communities they serve, one person at a time, by being actively involved in local initiatives and efforts that address healthcare and social needs. They believe socio-economics impact health and that health and wellness impact socio-economics. PA Health & Wellness believes that improving health and wellness involves more than just choosing a doctor. They provide wrap-around care and management for their members. They are deeply invested in all aspects of wellness, from having a safe, affordable place to live, to having healthy food and transportation. PA Health & Wellness is a managed care plan that provides health insurance and support services to the people of Pennsylvania most in need – the under and uninsured. They focus on the individual, providing a portfolio of innovative health solutions to meet each person’s unique needs. Their website is [www.pahealthwellness.com](http://www.pahealthwellness.com).
THANK YOU!

Thank you so much for joining us at the CAAP/DCED Community Action Symposium!

All presentations will be made available after the symposium. This includes video and print materials. Please visit www.thecaap.org/news-events/symposiums to view these resources.

Get CAAP’s recent updates delivered right to your inbox every month! To subscribe to our monthly e-newsletter, visit www.thecaap.org/news-events/newsroom.html.

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