Celebrating our 20th anniversary in 2016, APPI Energy is the association’s trusted energy consultant. We provide data-driven procurement solutions that reduce and manage electricity and natural gas costs. Recommendations to members are based on data analytics and vast transaction experience.
Welcome

Welcome to *A Measure of Success*! This phrase can have different meanings depending on the context and interpreter. Recently, given an environment of new Organizational Standards provided by the Office of Community Services, 58 new standards help agencies define *A Measure of Success*. CAAP’s 2016 Annual Conference aims to inform you of the new standards of compliance and how leadership, governance, financial management, human resources, strategic planning, customer input, community engagement, community assessment, data analysis, and more fit in with your organization’s overall strategic vision of eliminating poverty at the local level.

In a more general sense, *A Measure of Success* will help you define success, plot a course towards goals, and learn how to realize, report, and communicate achievements to your organization’s community, media, association, legislative representatives, staff, and more. On a personal level, every member of your Community Action Agency and the participants we work with measure success in different ways. One may consider the success stories of our clients who have worked hard to build a better life for themselves and their families as an important metric. Perhaps you measure success by watching others build new lives, obtain a raise, or give a simple thank you. No matter how we measure success, the outcome motivates us to continuous improvement.

I am honored to serve as your Conference Committee chair for *A Measure of Success*! The planning of this event requires the efforts of many talented people. I want to give a special thanks to our presenters, sponsors, and exhibitors for their support, and to our members, without whom this conference would not be possible.

I hope that your experience over the next several days will reinforce the importance of the work you do and that you will depart focused, energized, and enlightened. Thank you for attending this year’s conference.

Enjoy and be inspired!

Danielle Wismer-Bowers, Conference Committee Chair

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**CAAP Conference Committee**

<table>
<thead>
<tr>
<th>Nancy Boudreau, Berks Community Action Program</th>
<th>Deborah Fontaine, Community Action Association of Pennsylvania</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dawn White, Chester County Department of Community Development</td>
<td>Steven Martinez, Community Action Association of Pennsylvania</td>
</tr>
<tr>
<td>Danielle Wismer-Bowers, Community Action Partnership for Somerset County (Committee Chair)</td>
<td>Evelyn Rodriguez, PathStone Corporation</td>
</tr>
<tr>
<td>Karen Shaw, Community Action Partnership for Somerset County</td>
<td>Rosemary Procopio, Union-Snyder Community Action Agency</td>
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### Quick Schedule

#### Tuesday, April 19

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30AM – 4:30PM</td>
<td>ROMA Training</td>
</tr>
<tr>
<td>9:00AM – 4:00PM</td>
<td>Work Ready Symposium</td>
</tr>
<tr>
<td>1:00PM – 3:00PM</td>
<td>CAAP Board Meeting</td>
</tr>
<tr>
<td>3:30PM – 5:30PM</td>
<td>Human Resources Roundtable</td>
</tr>
<tr>
<td>3:30PM – 5:30PM</td>
<td>Finance Roundtable</td>
</tr>
<tr>
<td>4:00PM – 6:00PM</td>
<td>CEO Roundtable</td>
</tr>
<tr>
<td>8:00PM – 12:00AM</td>
<td>Hospitality Suite Open</td>
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#### Wednesday, April 20

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00AM</td>
<td>Conference Registration Opens</td>
</tr>
<tr>
<td>7:45AM – 8:30AM</td>
<td>Breakfast</td>
</tr>
<tr>
<td>8:30AM – 9:00AM</td>
<td>Welcome</td>
</tr>
<tr>
<td>9:00AM – 10:00AM</td>
<td>Keynote Speaker</td>
</tr>
<tr>
<td>10:00AM – 10:15AM</td>
<td>Coffee Break with Exhibitors</td>
</tr>
<tr>
<td>10:15AM – 11:30AM</td>
<td>Workshop Session A</td>
</tr>
<tr>
<td>11:30AM – 12:30PM</td>
<td>Self-Sufficiency Awards Luncheon</td>
</tr>
<tr>
<td>12:30PM – 1:30PM</td>
<td>Self-Sufficiency Awards</td>
</tr>
<tr>
<td>1:30PM – 1:45PM</td>
<td>Coffee Break with Exhibitors</td>
</tr>
<tr>
<td>1:45PM – 3:00PM</td>
<td>Workshop Session B</td>
</tr>
<tr>
<td>3:00PM – 3:15PM</td>
<td>Coffee Break with Exhibitors</td>
</tr>
<tr>
<td>3:15PM – 4:30PM</td>
<td>Workshop Session C</td>
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<tr>
<td>4:30PM – 5:30PM</td>
<td>General Session Speaker</td>
</tr>
<tr>
<td>5:45PM</td>
<td>Registration Closes</td>
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#### Thursday, April 21

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00AM</td>
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<tr>
<td>8:00AM – 9:00AM</td>
<td>Keynote Speaker</td>
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<tr>
<td>9:00AM – 9:15AM</td>
<td>Governor Tom Wolf Remarks</td>
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<tr>
<td>9:15AM – 9:45AM</td>
<td>Coffee Break with Exhibitors</td>
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<tr>
<td>9:45AM – 11:00AM</td>
<td>Workshop Session D</td>
</tr>
<tr>
<td>11:00AM – 11:15AM</td>
<td>Coffee Break with Exhibitors</td>
</tr>
<tr>
<td>11:15AM – 12:30PM</td>
<td>Workshop Session E</td>
</tr>
<tr>
<td>12:30PM – 1:30PM</td>
<td>Networking Lunch</td>
</tr>
<tr>
<td>1:30PM – 2:30PM</td>
<td>State of the Association and Distinguished Service Awards</td>
</tr>
<tr>
<td>2:30PM – 3:00PM</td>
<td>ICE CREAM SOCIAL</td>
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<tr>
<td>3:00PM – 4:00PM</td>
<td>General Session Speaker</td>
</tr>
<tr>
<td>4:00PM</td>
<td>Closing Remarks</td>
</tr>
</tbody>
</table>

### CAAP Staff

- **Deborah Fontaine**, Special Programs Coordinator  
  deborah@thecaap.org
- **Daniel Leppo**, Development Director  
  dan@thecaap.org
- **Steven Martinez**, Communications Director  
  steven@thecaap.org
- **Susan Moore**, Chief Executive Officer  
  susan@thecaap.org
- **Jacob Smith**, Chief Financial Officer  
  jacob@thecaap.org
- **Stephen Stefan**, AmeriCorps VISTA Leader  
  VISTA@thecaap.org
Robin Wiessman – Secretary, Banking & Securities

Robin L. Wiessmann was nominated by Pennsylvania Governor Tom Wolf in January 2015 to serve as Secretary of Banking and Securities and was confirmed to this position by the Pennsylvania Senate in June 2015. Secretary Wiessmann provides overall leadership to an agency that supervises more than 200 state-chartered banks, credit unions, and trust companies. The agency also licenses and registers more than 200,000 financial services professionals and companies that provide consumer loans, investment services, and other financial services. She provides leadership for Governor Tom Wolf’s Consumer Financial Protection Initiative. Secretary Wiessmann has enjoyed a long career in commercial banking, investment banking, regulatory matters, and government service. She has served as the Pennsylvania Treasurer, Deputy Director of Finance for the City of Philadelphia, was a Founding Principal and President of Artemis Capital Group, the first women-owned investment banking firm on Wall Street, Vice President of Public Finance at Goldman Sachs, served as Chairman of the Board of an Act 40 company, Vantagepoint Funds Mutual Fund, and chaired the Nominating Committee and served on the Steering Committee and Audit Committee of the Municipal Securities Rulemaking Board. Secretary Wiessmann graduated from Lafayette College and earned a law degree from Rutgers University.

Dennis Davin – Secretary, Department of Community & Economic Development

Dennis M. Davin was appointed to serve as Secretary of the Department of Community and Economic Development in January 2015 by Governor Tom Wolf. Prior to his appointment, Secretary Davin served as Director of the Allegheny County Economic Development since March 2004. During his time at the Allegheny County Economic Development, Secretary Davin was responsible for the overall development and implementation of the economic development strategy for Allegheny County. He managed funding from local, state and federal resources to implement economic development activities such as: site development, new job creation initiatives, community development, and affordable housing for approximately 1.25 million citizens in 130 municipalities. Secretary Davin also served as Director of the Allegheny County Redevelopment Authority and Executive Director of the Industrial Development Authority, Hospital Development Authority, Higher Education Building Authority, and Residential Finance Authority.

Roselyn Connor – Keynote Speaker

Leading at the Speed of Change

Roselyn Connor is on the faculty of Northwestern University’s Center for Public Safety as one of its major executive management trainers of police and fire personnel. Ms. Connor has been a successful business consultant and speaker since 1990. Since starting her firm in 1993, Ms. Connor has spoken and/or consulted with major US organizations, including The Chicago Police Department, over 500 military base presentations for all branches of the service, NASA, the FBI, the IRS, several hospitals, and over one hundred schools, school systems, and educational associations.

Ms. Connor has been instrumental in helping many companies, associations, schools, and government agencies in motivating and educating their staff. Her seminars have been the subject of over 20 newspaper and magazine articles both local and national. Ms. Connor has appeared on CNN and FOX News affiliates. Ms. Connor is a published writer and has spoken to over 650,000 people.
George Fernandez – Chief Executive Officer, The Latino Connection
Self-Sufficiency Awards Welcome Message

George Fernandez is the dreamer and the doer behind the Latino Connection. The Latino Connection helps address a growing need in the Latino community. Mr. Fernandez recognized the lack of knowledgeable and reliable resources to help businesses connect with the growing Latino population. Translation services were either costly or lacking in quality, and there was no single organization that understood and addressed the unique needs of this community. Prior to pouring his heart and soul into the Latino Connection, Mr. Fernandez worked with Highmark Blue Cross Blue Shield where he assisted in educating 5.4 million members about healthcare products and programs.

Alexander Moore – Chief Development Officer, DC Central Kitchen
General Session Speaker

Alexander Justice Moore is the Chief Development Officer at DC Central Kitchen, a nationally acclaimed nonprofit social enterprise that fights food waste, provides culinary training to at-risk adults, and serves nutritious meals to low-income children, adults, and families. He holds the same title for The Campus Kitchens Project, which enlists 23,000 students on 49 campuses across the United States to replicate DC Central Kitchen’s model and combat hunger in their own communities. His book, The Food Fighters, chronicles DC Central Kitchen’s first twenty-five years on the front lines of hunger and poverty. The Food Fighters will be on sale after Mr. Moore’s general session talk. Mr. Moore holds a Bachelor’s degree from Ithaca College and an M.A. from the Georgetown University School of Foreign Service.

Danielle Wismer-Bowers – Community Action Partnership of Somerset County
Conference Committee Chair & Master of Ceremony

Danielle Wismer-Bowers always knew from a young age that she wanted to help people. After graduating from Alvernia University in 2000 with two teaching degrees, she spent the next six years teaching in Lancaster. In 2006, Mrs. Wismer-Bowers decided to move to Somerset County to be closer to her family. A year later she found herself in need of assistance and enrolled into the EARN Program where she met with staff who assisted her with overcoming her personal road blocks and helped her get back on her feet. In 2007, Mrs. Wismer-Bowers started her career with The Community Action Partnership for Somerset County/ Tableland Services Inc. as a Head Start Teacher. A year after successfully completing the EARN Program, she was approached by the staff about an open position in their program and encouraging her to apply. In 2008, Mrs. Wismer-Bowers became employed as a Case Worker with the Employment and Training Department. That same year she was awarded the CAAP Self-Sufficiency Award. In 2009, Mrs. Wismer-Bowers was promoted to Coordinator of her department. In 2014, she was awarded the CAAP Staff Member of the Year Award.
General Session Speakers

Thursday, April 21

Bill Stanfield – CEO, Metanoia Community Development Corporation

Keynote Speaker

Rev. Bill Stanfield co-founded the Metanoia Community Development Corporation of North Charleston where he currently serves as the Chief Executive Officer. Metanoia began in 2002 to combat child poverty in the zip codes with the highest concentration of child poverty in South Carolina. Metanoia’s innovative approach to community development involves identifying community assets and attracting investment to those assets. Currently, Metanoia focuses this approach in three primary areas – youth leadership development, housing development, and economic development. Rev. Stanfield is originally from Greensboro, NC and holds a Bachelor's Degree in History from the University of North Carolina at Chapel Hill. He and his wife met at Princeton Theological Seminary from which they both obtained Masters of Divinity Degrees. Rev. Stanfield is a graduate of the SC Governor’s School for Economic Development, The SC Department of Commerce Economic Developer’s School, and the SC Community Development Institute of Clemson University, Benedict College and the SC Association of CDCs. He is a graduate of the 2011 class of the Liberty Fellowship Program. Rev. Stanfield was voted the 2012 North Charleston Citizen of the Year by the North Charleston Citizens Advisory Council. He and his wife are the adoptive parents of two boys from Ethiopia, ages 6 and 9.

Governor Tom Wolf

Governor Tom Wolf grew up in a small south central Pennsylvania town in York County and still lives in the house he was brought home to from the hospital. Governor Wolf left York County to attend college at Dartmouth, but he interrupted his studies to join the Peace Corps and served two years in a small village in India before returning to finish his undergraduate degree. He later earned graduate degrees from the University of London and the Massachusetts Institute of Technology. While finishing his PhD, Governor Wolf worked as a forklift operator and warehouse worker in the family business, the Wolf Organization, a distributor of lumber and other building products based in York, Pennsylvania. After graduating, his first full-time job was running a Tru-Value hardware store in Manchester, Pennsylvania.

Later, with two cousins, Governor Wolf took a risk by securing a loan to buy the family business. Over the course of 25 years, Governor Wolf and his cousins grew the Wolf Organization — eventually more than quintupling the business in size — before selling the company in 2006. Then in 2007, Governor Wolf took the job of secretary of revenue in Governor Ed Rendell's cabinet, where he instituted reforms that grew and strengthened the state lottery and laid the foundation for millions of dollars in additional benefits for Pennsylvania’s seniors. Governor Wolf’s leadership philosophy is an extension of his lifelong investment in community development. In addition to serving on and leading the boards of numerous organizations dedicated to education, health, welfare, economic development, culture, and the arts, Governor Wolf has rolled up his sleeves to help build a Little League baseball field in his community, volunteer in soup kitchens, and paint a local school.

On January 20, 2015, Governor Wolf was sworn in as Pennsylvania’s 47th governor. As Pennsylvania’s governor, Governor Wolf is focused on three simple goals: jobs that pay, schools that teach, and government that works. Governor Wolf and Frances, his wife of 39 years, still live in York County and have two grown daughters, Sarah and Katie.
Rick Beaton – CEO, Montgomery County Community Action Development Committee

State of the Association and Distinguished Service Awards

Mr. Beaton graduated from Lincoln University with a B.S. in Business Administration and is currently the Chief Executive Officer of Montgomery County Community Action Development Commission (CADCOM). Mr. Beaton also serves as the President of CAAP’s Board of Directors. Mr. Beaton began his career in Community Action in 1981. During this time, Mr. Beaton progressed from Fiscal Coordinator to Fiscal Director. After spending two years as a Representative for First Investors Corp. he returned to Community Action as Chief Operating Officer of CADCOM. He was later promoted to Director of Finance, then to Deputy Director and finally to Executive Director. Mr. Beaton is a firm believer in the Community Action motto, "Helping People, Changing Lives" and tries to apply this principle in everyday life.

David Bradley – CEO, National Community Action Foundation

General Session Speaker

For more than 30 years, David Bradley has been one of Washington’s leading advocates on behalf of low-income programs. In 1981, David 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 1000 Community Action Agencies before Congress and the Executive Branch.

Danielle Wismer-Bowers – Community Action Partnership of Somerset County

Conference Committee Chair & Master of Ceremony

Danielle Wismer-Bowers always knew from a young age that she wanted to help people. After graduating from Alvernia University in 2000 with two teaching degrees, she spent the next six years teaching in Lancaster. In 2006, Mrs. Wismer-Bowers decided to move to Somerset County to be closer to her family. A year later she found herself in need of assistance and enrolled into the EARN Program where she met with staff who assisted her with overcoming her personal road blocks and helped her get back on her feet. In 2007, Mrs. Wismer-Bowers started her career with The Community Action Partnership for Somerset County/ Tableland Services Inc. as a Head Start Teacher. A year after successfully completing the EARN Program, she was approached by the staff, about an open position in their program and encouraging her to apply. In 2008, Mrs. Wismer-Bowers became employed as a Case Worker with the Employment and Training Department. That same year she was awarded the CAAP Self-Sufficiency Award. In 2009, Mrs. Wismer-Bowers was promoted to Coordinator of her department. In 2014, she was awarded the CAAP Staff Member of the Year Award.
Special Events

19th Annual Self-Sufficiency Awards
Wednesday, April 20, 12:30PM—1:30PM
Dauphin Ballroom

CAAP is pleased to host the 19th Annual Self-Sufficiency Awards in conjunction with the Annual Conference. The CAAP Self-Sufficiency Awards will honor eleven individuals for their determination and courage when faced with adversity as they moved towards self-sufficiency. The Self-Sufficiency Awards will also showcase the support and hard work put forth by Community Action Agencies.

CAAP Distinguished Service Awards
Thursday, April 21, 1:30PM—2:30PM
Dauphin Ballroom

CAAP takes great pride in the achievements of all of our member agencies, their staff, volunteers, community partners, and leaders. The contributions made by Pennsylvania’s Community Action Agencies, as they solve a variety of community problems and address the needs of low-income Pennsylvanians, are treasured. Some individuals and programs, however, go above and beyond the call of duty. This year, CAAP will recognize seven agencies/individuals for Community Engagement, Staff Member of the Year, Innovative Program of the Year, Outstanding Advocacy, and the Sargent Shriver Community Service Award.

Hospitality Suite
Tuesday, April 19 and Wednesday, April 20, 8:00PM—12:00AM
Presidential Suite, Room 616, 6th Floor

Join in on the hospitality suite fun! The hospitality suite is the gathering place for those who want to meet new people or reconnect with old friends. Relax, unwind, and enjoy some refreshments after a long day of conference activities.

Ice Cream Social
Thursday, April 21, 2:30PM – 3:00PM
Dauphin Ballroom

Ahh yes, nearing the end of conference greatness. What better way to motivate you across the finish-line than some delicious ice cream! Have fun and express your creativity by making your own sundae. Chocolate and vanilla ice cream will be the foundation with lots of assorted toppings to enhance the masterpiece.

Networking Breaks with Exhibitors
Wednesday, April 20 and Thursday, April 21
Dauphin Ballroom

Need that extra boost of energy and knowledge? Enjoy multiple opportunities to mingle with our conference exhibitors and learn about the valuable products and services available. While mingling with exhibitors, be sure to grab one of the variety of coffee, tea, soda, and snack choices. Refreshments will be available all day long in the Dauphin Ballroom, so feel free to stop by in between workshops.
# Workshop Overview by Session

## Session A: Wednesday, April 20 10:15AM—11:30AM

<table>
<thead>
<tr>
<th>Session Title</th>
<th>Speaker(s)</th>
<th>Venue</th>
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<tbody>
<tr>
<td>Communicating Our Successes</td>
<td>Roselyn Connor</td>
<td>Amphitheatre</td>
</tr>
<tr>
<td>Customer Satisfaction (Organizational Standards-Specific)</td>
<td>Jarle Crocker</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Taking Mission, Vision, and Values from Ideas to Action; Megan Shreve</td>
<td></td>
<td>Capital West</td>
</tr>
<tr>
<td>Cutting Edge Socio-Economic Data Analysis; Thomas Edinger</td>
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## Session B: Wednesday, April 20 1:45PM—3:00PM

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<tr>
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<tbody>
<tr>
<td>DCED Fiscal Directives and Super Circular/Fiscal Q&amp;A; Brad Shover</td>
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<td>Amphitheatre</td>
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<tr>
<td>Risk Assessment (Organizational Standards-Specific); Jarle Crocker</td>
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<td>Lancaster</td>
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<tr>
<td>Changing the Community Dialogue About Poverty; Megan Shreve</td>
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<td>Capital West</td>
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<tr>
<td>Creating a Drama-Free Work Environment; Danielle Wismer-Bowers</td>
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## Session C: Wednesday, April 20 3:15PM—4:30PM

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<tr>
<td>DCED Fiscal Directives and Super Circular/Fiscal Q&amp;A – Repeat; Brad Shover</td>
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<td>Amphitheatre</td>
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<tr>
<td>Succession Planning – (Organizational Standards-Specific); Jarle Crocker</td>
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<td>Lancaster</td>
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<tr>
<td>Community Solutions to Food Access Issues; Alexander Moore and Megan Shreve</td>
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<tr>
<td>Nonprofit Mergers, Community Action Style; Darlene Bigler, Joseph Perotti, Trenna Passalacqua, and Jeffrey Fondelier</td>
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## Session D: Thursday, April 21 9:45AM—11:00AM

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<tr>
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<tr>
<td>Asset Based Community Development, In-Depth and In-Dialogue; Bill Stanfield</td>
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<tr>
<td>The DCED Perspective; Lynette Praster and Melissa Tabb</td>
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<tr>
<td>The Tripartite Board (Organizational Standards-Specific); Christopher Logue</td>
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<tr>
<td>Work-Ready Panel Discussion; Benjamin Hallowell and Brian Holler</td>
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## Session E: Thursday, April 21 11:15AM—12:30PM

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<tr>
<th>Session Title</th>
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<tbody>
<tr>
<td>Mastering the Legislative Visit; David Bradley</td>
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<td>Your Money, Your Goals – A Financial Empowerment Toolkit; John Litz and Linda Kuster</td>
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<td>Lancaster</td>
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<tr>
<td>The ABCs of CAA Bylaws (Organizational Standards-Specific); Christopher Logue</td>
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<td>Capital West</td>
</tr>
<tr>
<td>From Volume to Value in Health Care – Partnering with Community Action; Megan Shreve</td>
<td></td>
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Communicating Our Successes

Roselyn Connor
Room: Amphitheatre

Presentation Overview: Never hide your light under a bushel. The public doesn’t know how great you are if you don’t tell them. Employing good communication techniques helps you sell your Community Action successes. We’ll explore solid methods to get your message heard in the right way. Marketing is integral to helping the public realize what a highly beneficial program you have and the immense value you bring. Community Action changes lives in ways that impact generations of people. Learn how to let your triumphs be known. Dizzy Dean was right when he said, “If you’ve done it, it ain’t bragging.”

Presenter Biography: Roselyn Connor is on the faculty of Northwestern University’s Center for Public Safety as one of their major executive management trainers of police and fire personnel. Ms. Connor has been a successful business consultant and speaker since 1990. Since starting her firm in 1993, Ms. Connor has spoken and/or consulted with major US organizations, including The Chicago Police Department, over 500 military base presentations for all branches of the service, NASA, the FBI, the IRS, several hospitals, and over one hundred schools, school systems, and educational associations. Ms. Connor has been instrumental to many companies, associations, schools, and government agencies in motivating and educating their staff. Her seminars have been the subject of over 20 newspaper and magazine articles both local and national. Ms. Connor has appeared on CNN and the FOX News affiliates. Ms. Connor is a published writer and has spoken to over 650,000 people.

Customer Satisfaction - A Systematic Approach for Collecting, Analyzing, and Reporting Data (Organization Standards-Specific)

Jarle Crocker, Community Action Partnership
Room: Lancaster

Presentation Overview: Gathering and applying customer feedback on programs and services is the heart of any quality improvement system. This session will cover the basics of designing a system to collect customer feedback, methods for conducting data analysis to understand what customers are really saying, and how to link the results into the continuous improvement of programs and services.

Presenter Biography: Jarle Crocker, Ph.D., is the Director of Training and Technical Assistance at the Community Action Partnership in Washington, D.C. Dr. Crocker is responsible for developing, planning, implementing, and directing training and technical support for the national network of Community Action Agencies (CAAs) that help low-income people achieve economic security. He has also served as a consultant to CAAs and managed training and technical assistance for public agencies and nonprofits. Prior to joining the Partnership, he served in a number of roles at other national organizations, including Assistant Director for Community Services at the National Civic League and most recently as Program Manager at the National Human Services Assembly. Dr. Crocker has a doctorate from George Mason University’s School for Conflict Analysis and Resolution—where he also serves as adjunct faculty, teaching graduate classes on organizational change and the design and facilitation of public policy consensus-building processes.
Taking Mission, Vision, and Values from Ideas to Action

**Megan Shreve**, South Central Community Action Programs

**Room:** Capital West

**Presentation Overview:** How can an organization move from ideology to action as they explore their mission, vision, and values? This workshop will explore how to take abstract mission, vision, and value ideology and both infuse it into your Community Action culture and make those abstract concepts more concrete and applicable. This will assist you in: changing your culture, improving your hiring process, and evaluating staff on those less tangible concepts, plus staff will enjoy the process!

**Presenter Biography:** Megan Shreve worked as a Program Director in Community Action for nearly 14 years before taking a 4-year venture into the private sector doing training, implementation, and business process analysis for a large consulting firm. She returned to the non-profit world in 2005 as the Executive Director of South Central Community Action Programs, Inc. (SCCAP), a community based program serving 32,000 low income individuals. Ms. Shreve utilizes her extensive experience with low income families, and the analytical work she accomplished in the private sector, to engage the community to help SCCAP look for solutions that help families move completely out of poverty. SCCAP has offices in Adams and Franklin Counties and operates 20 different programs designed to help families move toward stability. SCCAP has just over 100 employees and 2,000 volunteers. Last year SCCAP served more than 32,000 individuals in the local communities.

Cutting Edge Socio-Economic Data Analysis: Using GIS to Help Make Sense of Your Data

**Thomas Edinger**, Tri-County Regional Planning Commission

**Room:** Capital East

**Presentation Overview:** This presentation provides tools and techniques for collecting, organizing, analyzing, mapping, and sharing socio-economic data that can be applied to your region. Special focus will be placed on interpreting the results to help decision makers strategize effectively. Data will be derived from the U.S. Census, including American Community Survey (ACS), Longitudinal Employment Household Dynamics (LEHD), and other sources. Examples will include work done for Tri-County Community Action Agency and Capital Area Transit (CAT) as part of their environmental justice Title VI program.

**Presenter Biography:** Mr. Edinger has over 16 years of experience using GIS in land use, transportation, and environmental planning. He has a Master’s degree in City and Regional Planning from The Ohio State University and a Bachelor’s of Science in Management Information Systems from Indiana University of Pennsylvania. Mr. Edinger holds an American Institute of Certified Planners certification. Mr. Edinger is the Transportation Planner and GIS Coordinator for the Tri-County Regional Planning Commission.
Workshop Details, Session B

Wednesday, April 20 1:45PM—3:00PM

DCED Fiscal Directives and Super Circular/Fiscal Q&A

Brad Shover, Department of Community and Economic Development

Room: Amphitheatre

Presentation Overview: The session will cover two fiscal directives that will be issued as guidance for federally funded recipients on how to support indirect costs and returning interest earned. We will also answer attendees’ questions about super circular/fiscal grant management.

Presenter Biography: Mr. Shover has an Associate’s Degree in Business Administration from Harrisburg Community College and a Bachelor’s of Science in Public Accounting from Penn State University. He has been with the Commonwealth of Pennsylvania for 16 years and began his career at the Department of Revenue in the Corporation Tax Division. Mr. Shover has spent most of his career at the Comptroller’s Office as an auditor and for the past 6 years has been the Director of Compliance Monitoring at DCED.

Risk Assessment - What Every CAA Should Know (Organization Standards-Specific)

Jarle Crocker, Community Action Partnership

Room: Lancaster

Presentation Overview: Community Action Agencies are now required by the CSBG Organizational Standards to conduct a comprehensive risk assessment every two years. This session will cover how to use the Community Action Partnership’s online risk assessment tool to meet this standard. It will also cover a basic overview of risk-related issues for CAA, how to conduct the risk assessment process, and tips for following up on risk-related issues identified during the assessment process.

Presenter Biography: Jarle Crocker, Ph.D., is the Director of Training and Technical Assistance at the Community Action Partnership in Washington, D.C. Dr. Crocker is responsible for developing, planning, implementing, and directing training and technical support for the national network of Community Action Agencies (CAAs) that help low-income people achieve economic security. He has also served as a consultant to CAAs and managed training and technical assistance for public agencies and nonprofits. Prior to joining the Partnership, he served in a number of roles at other national organizations, including Assistant Director for Community Services at the National Civic League and most recently as Program Manager at the National Human Services Assembly. Dr. Crocker has a doctorate from George Mason University’s School for Conflict Analysis and Resolution—where he also serves as adjunct faculty, teaching graduate classes on organizational change and the design and facilitation of public policy consensus-building processes.
Changing the Community Dialogue About Poverty

**Megan Shreve**, South Central Community Action Programs

**Room:** Capital West

**Presentation Overview:** An interactive presentation with ideas on how to present poverty to your local community in a way that engages others to get involved in finding solutions. This session consists of examples of presentation techniques that will assist you in moving participants from judgment to understanding and to involvement in working toward change. This session includes many ideas and suggestions on where to get resource materials that assist you in sharing statistics that are meaningful to individuals and help shift the conversation in the local community.

**Presenter Biography:** Megan Shreve worked as a Program Director in Community Action for nearly 14 years before taking a 4-year venture into the private sector doing training, implementation, and business process analysis for a large consulting firm. She returned to the non-profit world in 2005 as the Executive Director of South Central Community Action Programs, Inc. (SCCAP), a community based program serving 32,000 low income individuals. Ms. Shreve utilizes her extensive experience with low income families, and the analytical work she accomplished in the private sector, to engage the community to help SCCAP look for solutions that help families move completely out of poverty. SCCAP has offices in Adams and Franklin Counties and operates 20 different programs designed to help families move toward stability. SCCAP has just over 100 employees and 2,000 volunteers. Last year SCCAP served more than 32,000 individuals in the local communities.

Creating a Drama-Free Work Environment

**Danielle Wismer-Bowers**, Community Action Partnership of Somerset County

**Room:** Capital East

**Presentation Overview:** Drama comes in all shapes and sizes, such as upset co-workers or clients unable to leave negativity at the door. Attendees will learn and share techniques to create a drama-free work environment that allows for a productive day.

**Presenter Biography:** Danielle Wismer-Bowers always knew from a young age that she wanted to help people. After graduating from Alvernia University in 2000 with two teaching degrees, she spent the next six years teaching in Lancaster. In 2006, Mrs. Wismer-Bowers decided to move to Somerset County to be closer to her family. A year later she found herself in need of assistance and was enrolled into the EARN Program where she met with staff who assisted her with overcoming her personal road blocks and helped her get back on her feet. In 2007, Mrs. Wismer-Bowers started her career with The Community Action Partnership for Somerset County/ Tableland Services Inc. as a Head Start Teacher. A year after successfully completing the EARN Program, she was approached by the staff, about an open position in their program and encouraging her to apply. In 2008, Mrs. Wismer-Bowers became employed as a Case Worker with the Employment and Training Department. That same year she was awarded the CAAP Self-Sufficiency Award. In 2009, Mrs. Wismer-Bowers was promoted to Coordinator of her department. In 2014, she was awarded the CAAP Staff Member of the Year Award.
DCED Fiscal Directives and Super Circular/Fiscal Q&A (Repeat)

**Brad Shover**, Department of Community and Economic Development

**Room**: Amphitheatre

**Presentation Overview**: The session will cover two fiscal directives that will be issued as guidance for federally funded recipients on how to support indirect costs and returning interest earned. We will also answer attendee’s questions about super circular/fiscal grant management.

**Presenter Biography**: Mr. Shover has an Associate’s Degree in Business Administration from Harrisburg Community College and a Bachelor’s of Science in Public Accounting from Penn State University. He has been with the Commonwealth of Pennsylvania for 16 years and began his career at the Department of Revenue in the Corporation Tax Division. Mr. Shover has spent most of his career at the Comptroller’s Office as an auditor and for the past 6 years has been the Director of Compliance Monitoring at DCED.

Succession Planning - Managing Executive Transitions (Organization Standards-Specific)

**Jarle Crocker**, Community Action Partnership

**Room**: Lancaster

**Presentation Overview**: Succession planning can be a challenge for many agencies because it involves such a long timeframe and the need to involve a wide range of stakeholders. The session will cover “nuts and bolts” of the succession planning process, from building the leadership bench of an agency to managing the actual succession process. Other topics include creating a leadership development strategy, how to design the process for creating a succession plan, and the roles of other stakeholders such as the board.

**Presenter Biography**: Jarle Crocker, Ph.D., is the Director of Training and Technical Assistance at the Community Action Partnership in Washington, D.C. Dr. Crocker is responsible for developing, planning, implementing, and directing training and technical support for the national network of Community Action Agencies (CAAs) that help low-income people achieve economic security. He has also served as a consultant to CAAs and managed training and technical assistance for public agencies and nonprofits. Prior to joining the Partnership, he served in a number of roles at other national organizations, including Assistant Director for Community Services at the National Civic League and most recently as Program Manager at the National Human Services Assembly. Dr. Crocker has a doctorate from George Mason University’s School for Conflict Analysis and Resolution—where he also serves as adjunct faculty, teaching graduate classes on organizational change and the design and facilitation of public policy consensus-building processes.
Community Solutions to Food Access Issues

**Alexander Moore & Megan Shreve; DC Central Kitchen & South Central Community Action Programs**

**Room:** Capital West

**Presentation Overview:** In Adams and Franklin Counties, more than 250,000 pounds of fresh produce was rescued from local farms and producers and provided to low income families in the community. This workshop will explore how Gleaning works, what the work looks like, and what the astounding community results can be. Not only is this an amazing rescue of local resources, but it creates a venue for community engagement with diverse partners from Health Systems, to agricultural systems, to relief organizations – all working to reduce hunger and improve health in the local community.

**Presenter Biographies:** Alexander Justice Moore is the Chief Development Officer at DC Central Kitchen, a nationally acclaimed nonprofit social enterprise that fights food waste, provides culinary training to at-risk adults, and serves nutritious meals to low-income children, adults, and families. He holds the same title for The Campus Kitchens Project, which enlists 23,000 students on 49 campuses across the United States to replicate DC Central Kitchen’s model and combat hunger in their own communities. His book, The Food Fighters, chronicles DC Central Kitchen’s first twenty-five years on the front lines of hunger and poverty. The Food Fighters will be on sale after Mr. Moore’s general session talk. Mr. Moore holds a bachelor’s degree from Ithaca College and an M.A. from the Georgetown University School of Foreign Service.

Megan Shreve is the Executive Director of South Central Community Action Programs, Inc. (SCCAP), a community based program serving 32,000 low income individuals. Ms. Shreve utilizes her extensive experience with low income families, and the analytical work she accomplished in the private sector, to engage the community to help SCCAP look for solutions that help families move completely out of poverty. SCCAP has offices in Adams and Franklin Counties and operates 20 different programs designed to help families move toward stability. SCCAP has just over 100 employees and 2,000 volunteers. Last year SCCAP served more than 32,000 individuals in the local communities.

Nonprofit Mergers Community Action Style

**Darlene Bigler, Joseph Perotti, Trenna Passalacqua, and Jeffrey Fondelier; Community Action Southwest**

**Room:** Capital East

**Presentation Overview:** Nonprofit mergers are becoming more common in today’s competitive environment. In 2015, Community Action Southwest acquired and finalized a merger with Try Again Homes, an agency providing foster care, adoption, supportive services, and truancy prevention programs. This panel discussion will address the pros and cons, lessons learned, challenges, and rewards of nonprofit mergers.

**Presenter Biographies:** Darlene Bigler (CEO), Joseph Perotti (Vice President of Finance), Trenna Passalacqua (Vice President of Human Resources), and Jeffrey Fondelier (Vice President of Operations) have worked together as a team for over 15 years. Community Action Southwest is a non-profit human service agency serving Washington and Greene Counties since 1965. CAS has 300 employees and administers more than $17 million in government grants and private contracts each year, serving 19,000 people.
Asset Based Community Development, In-Depth and In-Discussion

**Bill Stanfield**, Metanoia Community Development Corporation

**Room:** Amphitheatre

**Presentation Overview:** Curious about what you heard at the morning Keynote talk? Come hear a more in-depth discussion about the work of Asset Based Community Development and engage in a dialogue with our keynote speaker on key themes raised during the morning talk. This session presents a more intimate opportunity to dialogue with one another and Rev. Bill Stanfield around the work of listening to communities and doing work with them rather than to them.

**Presenter Biography:** Rev. Bill Stanfield co-founded the Metanoia Community Development Corporation of North Charleston where he currently serves as the Chief Executive Officer. Metanoia began in 2002 to combat child poverty in the zip codes with the highest concentration of child poverty in South Carolina. Metanoia’s innovative approach to community development involves identifying community assets and attracting investment to those assets. Currently, Metanoia focuses this approach in three primary areas – youth leadership development, housing development and economic development. Rev. Stanfield is originally from Greensboro, NC and holds a Bachelor’s Degree in History from the University of North Carolina at Chapel Hill. He and his wife met at Princeton Theological Seminary from which they both obtained Masters of Divinity Degrees. Rev. Stanfield is a graduate of the SC Governor’s School for Economic Development, The SC Department of Commerce Economic Developer’s School and the SC Community Development Institute of Clemson University, Benedict College and the SC Association of CDCs. He is a graduate of the 2011 class of the Liberty Fellowship Program. Rev. Stanfield was voted the 2012 North Charleston Citizen of the Year by the North Charleston Citizens Advisory Council. He and his wife are the adoptive parents to two boys from Ethiopia, ages 6 and 9.

The DCED Perspective

**Lynette Praster and Melissa Tabb**, Department of Community and Economic Development

**Room:** Lancaster

**Presentation Overview:** This workshop will include a discussion on performance standards, monitoring findings, general CSBG operations, and ideas for future success.

**Presenter Biographies:** **Lynette Praster** is the Director of DCED’s Center for Community Services. Ms. Praster has worked with the Community Services Block Grant and other related programs for nine years, and she has worked for the Commonwealth of Pennsylvania for nearly 18 years. Prior to her services with the Commonwealth, Ms. Praster worked in Early Care and Education, Big Brothers/Big Sisters, Children and Youth Services, and Alcohol and Drug Prevention. Ms. Praster earned a Master’s degree in Training and Organizational Development.

**Melissa Tabb** is a Program Specialist for the Center for Community Services. Ms. Tabb has worked with the Community Services Block Grant for five years. Prior to her service with the Commonwealth, Ms. Tabb worked in direct service delivery through Workforce Development/Welfare to Work programs including EARN and Work Ready. Ms. Tabb has a Bachelor’s of Science degree in Criminal Justice and Sociology.
The Tripartite Board - A Focus on the Low-Income Sector and Democratic Selection Procedures (Organization Standards-Specific)

Christopher Logue, Community Action Program Legal Services (CAPLAW)

Room: Capital West

Presentation Overview: This interactive session will cover the basics of composition and selection of the low-income sector of the tripartite board, with a special focus on the CSBG requirement that members of the low-income sector are "chosen in accordance with democratic selection procedures..." The workshop will include case studies of CAAs from across the country that have honed their democratic selection procedures, and will also provide an opportunity for attendees to share their own selection processes and engage in group discussions of how processes can be developed, implemented, and improved.

Presenter Biography: Christopher Logue is a Staff Attorney at CAPLAW in Boston, MA. Mr. Logue trains and advises Community Action Agencies on a range of legal issues, including governance, employment law, Head Start, board responsibilities, and tax-exempt organization law requirements. Before joining CAPLAW, Mr. Logue managed the Legal Advocacy Program at Casa Myrna, a Boston-based nonprofit organization that provides services to low-income victims of domestic violence. He is a graduate of the University of Massachusetts and Northeastern University School of Law.

Work Ready Panel Discussion

Benjamin Hallowell and Brian Holler

Room: Dauphin Ballroom

Presentation Overview: Benjamin Hallowell and Brian Holler will provide a Work Ready overview and answer audience questions. This workshop will provide Work Ready staff an opportunity to share ideas with their peers.

Presenter Biographies: Brian Holler was a member of the Army Reserve from 1993-2001. He obtained a Bachelor’s degree in Administration of Justice from The Pennsylvania State University in 1998. For three years Mr. Holler worked as a counselor for at-risk youth in a variety of settings including school, home, and clinical. Mr. Holler has worked for the Department of Human Services in employment and training for the past nine years with an emphasis on program monitoring and evaluation.

Benjamin Hallowell graduated from Millersville University in 2010 and received his B.A. in Music Business and Technology with University Honors. He currently works for the Bureau of Policy, Office of Income Maintenance as a Human Services Program Specialist in Harrisburg, PA. Mr. Hallowell enjoys singing, playing acoustic guitar, playing his Stylophone, and collaborating with musicians in the Lancaster area and abroad.
Mastering the Legislative Visit

**David Bradley**, National Community Action Foundation

**Room**: Amphitheatre

**Presentation Overview**: The nuances you should understand and use when visiting decision makers.

**Presenter Biography**: For more than 30 years, David Bradley has been one of Washington’s leading advocates on behalf of low-income programs. In 1981, David 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 1000 Community Action Agencies before Congress and the Executive Branch.

Your Money, Your Goals: A Financial Empowerment Toolkit

**Linda Kuster and John Litz**, Allegheny County Department of Human Services

**Room**: Lancaster

**Presentation Overview**: Is your agency equipped to serve individuals who feel overwhelmed by their financial situations? Do staff members feel comfortable talking to participants about savings, debt, and credit? ‘Your Money, Your Goals’ is a toolkit designed to give front-line staff the knowledge and confidence they need to help participants improve their financial well-being.

**Presenter Biographies**: **John Litz** is the Planning Manager for the Office of Community Services, a program office of Allegheny County Department of Human Services (DHS). Mr. Litz has worked in the Office of Community Services since 2008, where he is responsible for programs and services funded under the Community Services Block Grant (CSBG) and other programs within this office. Mr. Litz has worked in both public and private sector human services organizations Mr. Litz has a Bachelor’s degree in Individual and Family Studies from Penn State University and a Master’s degree in Social Work from the University of Pittsburgh. Mr. Litz is a nationally certified ROMA trainer.

**Linda Kuster** is the Economic Empowerment Coordinator for the Office of Community Services, a program office of Allegheny County Department of Human Services (DHS). Linda joined DHS in 2014, where she coordinates financial empowerment opportunities for CSBG participants and staff, including facilitating trainings for frontline staff to gain confidence and knowledge to assist participants with financial questions and issues. Linda was also instrumental in planning, facilitating, and writing DHS’ CSBG community needs assessment and strategic plan in 2015.
ABCs of CAA Bylaws (Organization Standards-Specific)

Christopher Logue, Community Action Program Legal Services (CAPLAW)

Room: Capital West

Presentation Overview: Clear, authoritative, and up-to-date bylaws are a cornerstone of good governance. The Community Services Block Grant (CSBG) Organizational Standards emphasize the importance of bylaws and the integral role that an attorney plays in ensuring that a CAA’s bylaws are up to par. In this session, we will discuss the laws specifically applicable to a CAA’s bylaws and what provisions the bylaws must contain to ensure compliance with key requirements of those laws. We will discuss how to comply with CSBG and Head Start board composition requirements and answers to questions such as: How do an organization’s bylaws relate to its articles of incorporation, board resolutions, and agency wide policies? What provisions should CAAs have in their bylaws? How should CAA bylaws deal with issues such as board size, term limits, and conflicts of interests?

Presenter Biography: Christopher Logue is a Staff Attorney at CAPLAW in Boston, MA. Mr. Logue trains and advises Community Action Agencies on a range of legal issues, including governance, employment law, Head Start, board responsibilities, and tax-exempt organization law requirements. Before joining CAPLAW, Mr. Logue managed the Legal Advocacy Program at Casa Myrna, a Boston-based nonprofit organization that provides services to low-income victims of domestic violence. He is a graduate of the University of Massachusetts and Northeastern University School of Law.

From Volume to Value in Health Care Creates a Unique Space for Partnering with Community Action

Megan Shreve, South Central Community Action Programs

Room: Capital East

Presentation Overview: Part of the Affordable Health Care Act includes a change in health care that moves health systems from a volume based approach to a value based approach. This incorporates a responsibility for health systems and hospitals to look at population health management. What that means and how this monumental change offers a unique opportunity for Community Action to partner with health systems on issues that impact our families will be explored. Depression, anxiety, obesity, diabetes, asthma – are all issues that impact low income folks at a higher rate than the general population. These health issues limit the ability of individuals to work, plan and move forward – using Community Action’s unique strengths and knowledge base to form meaningful partnerships with health systems can provide additional legitimacy to our work, potential new funding streams, and improves the lives of lower income families.

Presenter Biography: Megan Shreve worked as a Program Director in Community Action for nearly 14 years before taking a 4-year venture into the private sector doing training, implementation, and business process analysis for a large consulting firm. She returned to the non-profit world in 2005 as the Executive Director of South Central Community Action Programs, Inc. (SCCAP), a community based program serving 32,000 low income individuals. Ms. Shreve utilizes her extensive experience with low income families, and the analytical work she accomplished in the private sector, to engage the community to help SCCAP look for solutions that help families move completely out of poverty. SCCAP has offices in Adams and Franklin Counties and operates 20 different programs designed to help families move toward stability. SCCAP has just over 100 employees and 2,000 volunteers. Last year SCCAP served more than 32,000 individuals in the local communities.
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Thank you!

Thank you so much for joining us this year at the CAAP Annual Conference.

See you in 2017!

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