Maryland Community Action Partnership

Future Focused

ADVANCE BUILD CONNECT

MCAP 2022

Annual Human Services Conference

May 10-13, 2022

Holiday Inn- Oceanfront in Ocean City, MD

Agenda

www.maryland-cap.org

CONFERENCE AGENDA

This activity is pending approval from the National Association of Social Workers

SCHEDULE AT-A-GLANCE

Pre-Conference - *Tuesday, May 10, 2022*

8:00am - 5:00pm	*Registration*
10:00am - 5:00pm	*Pre-Conference Sessions*
1:00pm - 3:00pm	*ROMA Alliance*
2:00pm - 5:00pm	*MCAP Strategy Session & Board Meeting*
3:00pm - 5:00pm	*Peer Group Meetings*

Conference Opens - *Wednesday, May 11, 2022*

8:00am - 5:00pm	*Registration & Exhibitor Hall Open*
9:00am - 12:30pm	*Board Development Session*
9:30am - 10:30am	*MCAP Board Breakfast*
9:30am - 12:30pm	*Weatherization Session*
10:00am -12:30pm	*Housing Counselor Session*
1:00pm - 2:30pm	*Opening Session*
2:45pm - 5:00pm	*Breakout Sessions*
5:00pm - 7:00pm	*Networking Reception*

Day 2 - *Thursday, May 12, 2022*

8:00am - 5:00pm	*Registration & Exhibitor Hall Open*
9:00am - 10:30am	*MCAP Awards Breakfast*
10:45am - 12:00pm	*Breakout Sessions*
12:00pm - 1:15pm	*Lunch On Your Own*
1:15pm - 5:00pm	*Breakout Sessions*

Day 3 - *Friday, May 13, 2022*

8:00am - 12:00pm	*Registration & Exhibitor Hall Open*
9:00am - 12:00pm	*Breakout Sessions*
12:00pm - 2:00pm	*Closing Luncheon*

PRE-CONFERENCE AGENDA

TUESDAY, MAY 10, 2022

8:00am - 5:00pm	**Registration**
10:00am-5:00pm	**Pre-Conference Sessions**
1:00pm - 3:00pm	**ROMA Alliance**
2:00pm - 5:00pm	**MCAP Strategy Session & Board Meeting**
3:00pm - 5:00pm	**Peer Group Meetings**

WEDNESDAY, MAY 11, 2022

8:00am - 5:00pm	**Registration & Exhibitor Hall Open**
9:30am-10:30am	**MCAP Board Breakfast**

Board Development

9:00am-10:30am

Board Recruitment, Development, and Retention Through a Community Action Lens

Kathy Ghiladi, Feldesman Tucker Leifer Fidell LLP

Community action agencies must comply with unique Board composition and involvement requirements. This session is aimed at covering those requirements as well as strategies for developing and maintaining effective and engaged Boards to further the purposes of the community action program.

10:45am-12:30pm

Governance: Knowledge Nuggets to Make Your Board the Gold Standard

Dr. Bertha A. Proctor, CCAP, SHRM-SCP, SPHR & Tai Blythe, M.S., SHRM-CP, CCAP

Does your board operate effectively and efficiently? Service on a board can be plagued with frustration or can be one of great satisfaction. Leaders and governing body members must know specific requirements and should consider processes to keep members engaged. From onboarding new members through meeting practices, participants will be provided with an overview of Roles & Responsibilities incorporating CSBG and HS Performance Standards. Board members will understand the significance and value of their service.

Weatherization

9:30am-12:30pm

Best Practices in WAP Recruitment, Partnerships, and Retention

Kiahnna T. Burney, Housing and Building Energy Programs, DHCD

This session will explore the issue growing our WAP workforce and some efforts that have shown success. The NASCSP Wage Survey will serve as a guide to understand some baseline pay scales. We will explore best practices for recruitment, hiring, retention, and the partnerships necessary to be successful. This interactive session will scope the issue and provide real-world solutions that have worked!

WAP Updates:

It is hard to keep track of all the new information streaming into the WAP: stimulus, multiple competitive grants, weatherization readiness funds, policy changes, pending legislation; what information is new, old, pending?! We will sort out what you need to know now! This session will review the new and old WAP Funding streams, including the annual allocation, IIJA (infrastructure stimulus), Competitive Grants, and leveraging opportunities. We will discuss pending legislation that will impact the WAP.

CONFERENCE AGENDA

WEDNESDAY, MAY 11, 2022

Housing & Homelessness Track

Pro Tip: Look for the Housing icon throughout the agenda to stay on "track"!

10:00am-12:30pm

Housing Counseling

Claudia Wilson Randall, Community Development Network

Join this training to learn about outreach and marketing for homeowners at risk of foreclosure and fundraising for your housing counseling program. Strategies for recruitment of new housing counselors will also be covered during this session.

1:00pm - 2:30pm - Opening Session

Join us for a conversation with Dr. William "Brit" Kirwan, as we explore ways to engage community action and human service in supporting the effort around the Blueprint for Maryland's Future.

2:45pm- 4:00pm - Breakout Sessions

Service Delivery With An Outcome Focus

Dr. Barbara Mooney, Association for Nationally Certified ROMA Trainers and Implementers

Effective Case Managers use the ROMA principles and practices in their work with families. This workshop will focus on how barriers can be identified so service delivery is customized for each family.

What Happened to You? A Trauma-Informed Approach with Adults

Jennifer Schermerhorn, Salisbury University

Trauma-informed care allows us to work with individuals through the lens of "what happened to you?" instead of "what's wrong with you?". Historically, research has primarily focused on trauma in children and adolescents, however it's important to recognize that trauma occurs across the lifespan. With older adults, trauma may have occurred early in their lives but we must also consider the transitions, losses and adjustments that happen as people age. This workshop will allow participants to learn about the various traumas that impact older adults and utilize the SAMHSA guiding principles of trauma-informed care to develop more effective strategies in their practice with the aging population. Participants will also learn how to create organizational change by applying a trauma-informed framework within settings that serve older adults.

Maryland's Community Schools on the Rise

Ellie Mitchell, MOST Network

The Blueprint for Maryland's Future has initiated a statewide expansion of the Community School Strategy. In this session, we will learn about the four pillars of Community Schools, discuss the ins and outs of the Concentration of Poverty Grant, reshare sources of support for building Community School initiatives, and explore opportunities for partnership and collaboration at the school, county, state, and national levels.

The Need for Affordable Housing in Maryland

Claudia Wilson Randall, Community Development Network

Over the next 10 years, Maryland's population will grow and be more diverse. This projection, along with existing housing shortages, led the Maryland Department of Housing and Community Development to commission a plan to ensure the state becomes a more affordable and equitable place to live by 2030. The Maryland Housing Needs Assessment & 10-Year Strategic Plan identifies the state's priority housing needs and presents a toolbox of more than 70 action items to address those needs. We will discuss the need for affordable housing to address health disparities, economic development and education.

CONFERENCE AGENDA

WEDNESDAY, MAY 11, 2022

2:45pm- 4:00pm - Breakout Sessions

Fatherhood: Re Entry Planning

Corey Pack, Responsible Fathers

The session will look at the need and importance of transitional planning for incarcerated persons. The use of evidence-based cognitive behavioral programs (such as Inside Out DAD and 24/7 Dad) has a profound difference on how incarcerated persons prepare to re-enter their community and more importantly the family unit. The session will examine current incarceration and recidivism data on a national and state level. The session will look at the advantage of having social-economic programs in an incarcerated population: such as GED classes, workforce and job readiness training, financial literacy and communication skills. The session will also drill-down into "the father factor" and how it is crucial that incarcerated fathers work to maintain, establish and/or strengthen the parent-child relationship regardless of the age of the child. And lastly the session will emphasize the role that community based partners, such as local Community Action Partnerships (CAP) play in the success of fathers re-entering the community and the family.

4:00pm – 5:00pm - Breakout Sessions

Pathways to Employment: Servicing Youth

Dr. Sandi Hagans, First State Community Action Agency

This workshop will provide participants with strategies for equipping young people with the skills they need to 1) compete in a global economy and 2) obtain gainful employment. Participants will explore opportunities to build and strengthen school and community-based supports for students and explore collaboration of employers and organizations who are willing to hire youth and support youth development. The session will share Delaware's First State Community Action Agency's best practices for training young people in poverty with pathways to employment and engaging them before they become disconnected.

Integrating Services... Multiple Services Working in Harmony

Dr. Bertha A. Proctor, CCAP, SHRM-SCP, SPHR, Tai Blythe, M.S., SHRM-CP, CCAP
WiseCAP Training and Counseling

The trend for non-profits managing multiple sources of funding is operating those services within "silos". When this occurs, the organization is missing the big picture of cost savings and staff sharing that can be so beneficial toward the mission and to the bottom line. In this session, we will share stories from organization leaders who have managed to break-down the invisible program walls and integrate services.

Roundtable Sessions

Join us for Roundtables to share best practices, ideas and questions centered around common challenges. These informal discussions are an opportunity to connect with other members, share your expertise and learn from their experiences.

5:00pm - Welcome Reception

CONFERENCE AGENDA

THURSDAY, MAY 12, 2022

8:00am - 5:00pm **Registration & Exhibitor Hall Open**
9:30am-10:30am **MCAP Awards Breakfast**

10:45am-12:00pm - Breakout Sessions

Secondary Traumatic Stress Skills for Human Service Workers
Dr. Allessia Owens-King, Salisbury University
This presentation reviews the rewards and consequences of clinical social work practice. There will then be a discussion on the various resilience strategies that social workers and other mental health providers can utilize to proactively address work-related stress and secondary trauma.

Leading from the D.E.E.P. : Engaging Culture While Managing Change
Michael Dorsey, MD Department of Human Services
While change is inevitable, the management of it does not always have to be virulent or stressful. Many times, change is not handled the most effectively due to the lack of bandwidth and capacity of the ones needing to manage the change. This interactive session explores the concept of change management in the midst of change and gives "change makers" some tools to better navigate through the fluid times we work in.

The Human Services Value Curve: Whole Family Supports
Jennifer Kerr & Kim James, American Public Human Services Association
Using the lens of the Value Curve, This session will look at the extent to which human services and Community Action Agencies are strategically aligning to achieve shared outcomes. Alignment can occur at multiple stages of the Value Curve simultaneously and plays a critical role in transforming services to be centered on people and communities.

Centering Community Action Leadership in Equity & Belonging
Tiffney Marley CCAP, NCAP & Lillie Seels, NCAP
During this session, participants will learn about the intersection of equity and the Community Action mission, the National Community Action Partnership's Equity journey and best practices and strategies for rooting individual and organizational leadership in equity and belonging.

Housing & Homelessness Track - 10:45am-12:00pm

12:00pm - 1:15pm - Lunch On Your Own

CONFERENCE AGENDA

THURSDAY, MAY 12, 2022

1:15pm-2:30pm - Breakout Sessions

Fireside Chat: Reentry & Second Chance Employment with Georgetown Pivot Program

Crystal R. Francis, Ph.D. & Tyrone Walker, Georgetown University Pivot Program

Dr. Crystal Francis will facilitate a fireside chat with Pivot Program Alum, Tyrone Walker, on the importance of second chance employment and the need to invest in programs that provide returning citizens with access to jobs and entrepreneurship.

Better Together: Collective Impact and Community Action - Part I

Kat Stork, Shore Strategies/MRDC, Kim Duncan, KAD Consulting

Special Guest presenters: Judge Rideout, and Chris Wheedington

Collective Impact has become a commonly used term across the country and even the world to describe an approach to shared community building. Learn more about what Collective Impact is and how it dovetails with the work of community action agencies. Part 1 of this workshop will offer an overview of Collective Impact as a model.

No U Turns: Using a Whole Family Approach (WFA) to Create Opportunities for Families and CAAs as We Move Forward Post Pandemic

Jeannie Chaffin, CCAP, NCAP & Jeannie Chaffin LLC; Aimee Roberge, NCAP

Community Action Agencies quickly pivoted to meet the needs of families and communities during the pandemic. As we focus on recovery and building resilience post-COVID we do not want to take a U-turn. There are some things from B.C. (before COVID) we can leave in the past and other things we can capitalize on and use as a springboard to create better services for families moving forward. This session will highlight how CAAs around the country have continued to advance a whole family approach over the last two years and provide time for executive directors, program managers and family coaches to take stock of their agency's WFA progress and identify steps for moving to the next stage of their journey.

Now Is Your Time - Work/Life Integration (Time Management)

Dr. Robert Lemon, Professional Speaker

The demand for your time has never been greater. Now is the time to manage multiple priorities, eliminate stress in decision making and take control of your life. Working productively, making good decisions, and maintaining cooperative relationships with others enable you to stay energized and focused. You will find yourself experiencing fewer struggles and stress immediately. Spectacular achievement is always preceded by spectacular preparation. You only have a minute, your life is in it!

Housing & Homelessness Track - 1:15pm-2:30pm

CONFERENCE AGENDA

THURSDAY, MAY 12, 2022

2:45pm-4:00pm - Breakout Sessions

Comunidad and Umoja Scholars Program (CUSP): Opportunities to Enhance University, Agency and Community Partnerships

Dr. Allessia Owens-King, Salisbury University

This presentation will review the development and delivery of the Comunidad and Umoja Scholars Program (CUSP) at Salisbury University School of Social Work (SUSSW). Participants will learn about opportunities to enhance university, agency and community partnerships.

Better Together: Collective Impact and Community Action - Part II

Kat Stork, Judge Rideout, and Chris Wheedington, Shore Strategies/MRDC

Part 2 will provide participants with an assessment to evaluate how a collective impact approach could be useful in their communities. This workshop is appropriate for anyone interested in community development, partnership-building, organizational development and systems building.

Multi-Generational Approach to ACES (Adverse Childhood Experiences)

Johnette Lanham, MSW, Dorchester Department of Social Services

Participants will take a look at practices, policies and partnerships when dealing with ACES from a multi-generational approach.

Now Is Your Time to Make A Difference (Customer and Community Service)

Dr. Robert Lemon, Professional Speaker

Engage, connect, transform, now is the time for excellent customer service. Everything you do that is customer-service based is marketing. Every phone call, every email and every face-to-face Interaction with a customer is all marketing. Organizations allocate a large amount of their marketing budget dedicated to building a positive and trustful relationship with the public. They think carefully about the type of customer that they wish to attract, the image their brand portrays, and how they communicate the benefits of their products and/or services to potential customers.

Housing & Homelessness Track - 2:45pm-4:00pm

4:00pm - 5:00pm - Roundtable Sessions

Roundtable Sessions

Join us for Roundtables to share best practices, ideas and questions centered around common challenges. These informal discussions are an opportunity to connect with other members, share your expertise and learn from their experiences.

CONFERENCE AGENDA

FRIDAY, MAY 13, 2022

8:00am - 12:00pm **Registration & Exhibitor Hall Open**

9:00am -10:30am - Breakout Sessions

Navigating Financial Empowerment: Your Money Your Goals

Jesse Murle Ketterman, University of Maryland Extension

Financial empowerment includes financial education and financial literacy. It is focused both on building the ability of individuals to manage money and use financial services. This training will help human service providers navigate the important financial empowerment information and tools you can access based on the client's goals. Your Money, Your Goals is a toolkit developed by the Consumer Financial Protection Bureau (CFPB).

Addressing Access to Care

Brooke Grossman & David Shuster, Horizon Goodwill Industries

HGI has broadened our approach to workforce development by addressing equitable access to housing, primary care, and food. Recognizing that individuals must have their basic needs met in order to invest in education and skills development to be successful in the workforce.

Cultural Competence - Part I

Matthew Peters, Chesapeake Multicultural Resource Center

Cultural diversity is considered an asset for vibrant communities. During this two-part session, attendees will consciously engage in a continuous and dynamic three-step process: Becoming aware of our own and other people's cultural identity, being willing to learn and increase our knowledge about other cultures and mindfully creating a sense of respect and harmony by effectively interacting with people from different backgrounds. (Attendees must attend both parts).

Doing Good With More: A Model for Social Enterprise

Allison Ma'luf, CAPLAW

Nonprofit organizations seeking to reduce their dependence on government grants and private charitable fundraising have long looked to social enterprise ventures as a way to diversify their revenue sources. For nonprofit CAAs, venturing into the social enterprise space can feel like entering into a brave new world. This workshop will build on the case study CAPLAW developed in 2016 about Pace Community Action Agency in Vincennes, Indiana, and its experiences and challenges developing businesses that both align with its mission as well as foster innovation within its workforce. We will also discuss developing businesses based on a CAA's core strengths and mission, structuring social enterprises for flexibility to grow while protecting programs from liability, unrelated business income tax (UBIT) issues, and potential conflicts of interests between the CAA and its related for-profit entities.

Housing & Homelessness Track - 9:00am-10:30am

CONFERENCE AGENDA

FRIDAY, MAY 13, 2022

10:45am -12:00pm - Breakout Sessions

Partnerships and Meeting Community Needs: A Workforce/Win Experience

Mayaugust Finkenberg, Stevenson University

Additional Presenters: Adia Clarke, student, Mason Frechtel, student, John Rosicky, Chair of the Counseling and Human Services Department

Partnerships for undergraduate field placements can be of great value to both the university students, your agency and your clients. Human Services field placements are an excellent way to bolster workforce development. In this presentation, you will learn about the robust field placement experiences at Stevenson University's Counseling and Human Services program. Hear from students about how they have taken advantage of these partnerships in order to apply their classroom learning to real-world experiences under the guidance of university and agency-based supervision.

Cultural Competence - Part II

Matthew Peters, Chesapeake Multicultural Resource Center

Cultural diversity is considered an asset for vibrant communities. During this two-part session, attendees will consciously engage in a continuous and dynamic three-step process: Becoming aware of our own and other people's cultural identity, being willing to learn and increase our knowledge about other cultures and mindfully creating a sense of respect and harmony by effectively interacting with people from different backgrounds. (Attendees must attend both parts).

Beyond Budgets: Financial Wellness as Part of The Picture

Crystal Terhune, LMSW, University of Maryland Extension (UME)

Combining principles of Financial Social Work and community-based financial wellness education, this session offers considerations for various approaches, tools, and resources that can be used immediately to enhance your ability to connect with clients and understand their true financial baselines—thereby strengthening outcomes through realistic goal setting and relevant referrals.

Understanding Workplace Stress and Burnout: Legal Issues

Allison Ma'luf, CAPLAW

Employee mental health can have a tremendous impact on the workplace, particularly at mission-driven organizations dedicated to serving client and community interests. In this webinar, we will provide a broad overview of the legal issues raised by workplace stress to help grantees understand their options and obligations when employees experience burnout. Managers often know well the impact of stress—from decreased productivity to increased on-the-job accidents to higher employee turnover. We will discuss how to handle stress-related leave and accommodation requests under relevant federal leave laws like the FMLA and ADA, when to consult state specific legal guidance, and how to manage potential liabilities for workplace claims and mistakes.

Housing & Homelessness Track - 10:45am-12:00pm

12:00pm - 2:00pm - Closing Luncheon

CONFERENCE NEWS

STAY TUNED FOR UPDATES

Housing & Homelessness Track

COMING SOON

Stay Tuned for More Information about the Housing & Homelessness Track!

Sessions will be held 5/11-5/13

Connect With Us Online!

Be sure to use our official hashtag in all your posts!

#MCAPConnect2022

Tag us @MDActionPartnership

Follow @ActionMaryland

Follow @ActionMaryland